**Project Iteration 1**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: Golden Quality Life**

**Team Name: Tiger Software®**

**Team’s Project Trello board URL:** [**https://trello.com/b/P5SDjTxB/project-1-2-iterations**](https://trello.com/b/P5SDjTxB/project-1-2-iterations)

**Team’s Project Github repo URL:** [**https://github.com/RoseGoldJaguar/git-one.git**](https://github.com/RoseGoldJaguar/git-one.git)

**Website URL:** [**https://almanzayeni.github.io/GQL/**](https://almanzayeni.github.io/GQL/)

**Team members**

| **#** | **Name** |
| --- | --- |
| 1 | Yeni Almanza |
| 2 | Kathryn Douglas |
|  |  |
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**Usability tests ran by all members**

| **Member Name** | Yeni Almanza |
| --- | --- |
| **Participant age** | 51 |
| **Participant gender** | Male |
| **Test Date** | 4/29/25 |
| **Test Time** | 7:10 PM – 7:20 PM |
| **Total time taken** | 10 minutes |
| **Test Introduction script** | |
| Hi! Thank you so much for agreeing to help me today.  My name is Yeni Almanza, and I’m a Computer Science student currently taking a UX/UI  Design course. As part of this course, I’m working on making and improving a health and  wellness website by understanding how real users interact with it.  This session will take approximately 10 to 15 minutes, and I’ll be asking you to explore a  website and give your honest feedback as you go.  Before we begin, I want to make it clear that this is not a test of you, it’s a test of the website.  There are no right or wrong answers, and there’s no way to mess up. We’re just interested in  how you naturally use the site and what you think about it.  The website you’ll be using is called Golden Quality Life. It’s designed to offer health and  wellness tips, especially for people aged 50 and older, though it includes helpful resources for  all ages. It also promotes free online and in-person events and provides guidance to support  both physical and mental well-being.  You are really helping me by doing this. Your feedback will help identify what’s working well  on the site, and what could be made clearer or more useful for users.  I’m not looking for any specific answers — I just want to see how someone like you interacts  with the site, so I can get a better understanding of its usability.  Here is the website link you’ll be exploring:  [**https://almanzayeni.github.io/GQL/**](https://almanzayeni.github.io/GQL/)  Once you’re ready, we’ll begin. Please feel free to speak out loud as you go through the site  tell me what you’re thinking, what makes sense, and what’s confusing. That’s super helpful for  me! | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 **Sign in or**  **create a new account**  **to get started.** | **Completed successfully:** yes/no  **Time taken:** 30 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 2 **Search for free**  **games that promote**  **entertainment or health**  **knowledge.** | **Completed successfully:** yes/no  **Time taken:** 30 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 3 **Register for a**  **free class that interests**  **you.** | **Completed successfully:** yes/no  **Time taken:** 30 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 4 **Submit an**  **interesting question**  **that people should**  **consider asking their**  **doctor.** | **Completed successfully:** yes/no  **Time taken:** 90 seconds  **Facial expressions: confused/frustrated**  **Any noises made:** sighed  **Any other gestures made:** User ended up asking for help on this task. The user looked through all the pages but not the homepage even though it was provided this time. The last page the user looked at was the home page, but he still didn’t understand exactly what to do. It could have been the wording on my task, but the reader also struggles a bit with their English. |
| Task 5 **Find a natural**  **remedy recipe that**  **interests you** | **Completed successfully:** yes/no  **Time taken:** 70 seconds  **Facial expressions:** interested  **Any noises made:** none  **Any other gestures made:** user found remedies interesting |
| Task 6 **Locate a health**  **service provider near**  **your area.** | **Completed successfully:** yes/no  **Time taken:** 60 seconds  **Facial expressions:** impressed  **Any noises made:** none  **Any other gestures made:** user found this feature helpful |
| Task 7 **Read or share a**  **blog post that**  **resonates with you** | **Completed successfully:** yes/no  **Time taken:** 65 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 8 **Reply to a**  **comment on a blog**  **post and add your own**  **comment.** | **Completed successfully:** yes/no  **Time taken:** 40 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 9 **Create and post**  **your own blog entry** | **Completed successfully:** yes/no  **Time taken:** 70 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| Task 10 **Subscribe to**  **receive future updates**  **and health tips.** | **Completed successfully:** yes/no  **Time taken:** 25 seconds  **Facial expressions:** focused  **Any noises made:** none  **Any other gestures made:** none |
| **User’s opinions/comments/suggestions about the site** | |
| 1. **What did you like about the site?**   I liked that the website was well-organized an fairly easy to navigate it also looked nice.  **2. What didn’t you like about the site?**  I found typing difficult because I’m not fully comfortable with English, which made it hard to express myself clearly.  **3. What suggestions do you have to improve the site?**  I would suggest adding more visuals or images to help users like me who prefer visual aids over text. | |
| **The “Thank You” note to conclude the test** | |
| Thank you for taking the time to participate in this usability test. Your feedback is incredibly  helpful and will guide us in improving the site. We truly appreciate your input and support. | |
| **Your experience, assessment of the Usability Test** | |
| The usability test provided me with valuable information about the user’s interaction with the website. Most of the tasks were completed successfully which gave me a relief that the website worked. However, the user did fail to complete task four, could’ve been my wording on the task because they didn’t really understand what to do. If I could for future updates I would add visuals like the user suggested and add a function for the website to be translated into a different language. | |

| **Member Name** | *Kathryn Douglas* |
| --- | --- |
| **Participant age** | *61* |
| **Participant gender** | *Male* |
| **Test Date** | *5/1/2025* |
| **Test Time** | *11:12 p.m* |
| **Total time taken** | *30 minutes* |
| **Test Introduction script** | |
| Hello!  My name is Kathryn Douglas. My partner and I have created a website that serves people ages 60-65. It is meant to have a wealth of information, but be fun and simple for users that visit it. Users can find helpful and important information concerning their general well-being with just a glance. Information on the site changes daily to ensure that users get a variety of helpful tips.  We want to observe the website’s ease of use through your successful completion of tasks. It also evaluates the duration taken for each task. Your navigation of the site should only take 10-20 minutes. Your completion of the tasks and subsequent feedback will help us find ways to further innovate the site for its users!  Do not worry if you are unable to complete all tasks. Just know that you will give us new ideas and help us understand your needs!  We hope you found this orientation helpful! You may now browse the general website. After this, your tasks will be given to you. We hope you enjoy it! | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 Find where to get to the activities (Includes games and information). | **Completed successfully:** Yes  **Time taken:** 80 secs  **Facial expressions:** Focused  **Any noises made:** Curious hesitation markers  **Any other gestures made:** None |
| Task 2 Find the search bar | **Completed successfully:** Yes  **Time taken:** 2 sec  **Facial expressions:** Neutral/relaxed  **Any noises made:** None  **Any other gestures made:** None |
| Task 3 Find the Sign in button | **Completed successfully:** Yes  **Time taken:** 1 sec  **Facial expressions:** Relaxed  **Any noises made:** None  **Any other gestures made:** None |
| Task 4 Navigate back to the Home Page | **Completed successfully:** Yes  **Time taken:**3 secs  **Facial expressions:** Relaxed  **Any noises made:** None  **Any other gestures made:** None |
| Task 5 Try to find the page that would contain communication with other online users. | **Completed successfully:** Yes  **Time taken:** 6 secs  **Facial expressions:** Relaxed  **Any noises made:** None  **Any other gestures made:** None |
| Task 6 Find where you would see health services | **Completed successfully:** Yes  **Time taken:** 240 seconds  **Facial expressions:** Slightly confused  **Any noises made:** Hesitation markers  **Any other gestures made:** None |
| Task 7 Find another place to navigate to the home button | **Completed successfully:** Yes  **Time taken:** 45 seconds  **Facial expressions:** Relaxed but curious  **Any noises made:** Hesitation marker  **Any other gestures made:** None |
| Task 8 Find the contact information on the Help page | **Completed successfully:** Yes  **Time taken:** 120 seconds  **Facial expressions:** Relaxed but curious  **Any noises made:** Hesitation marker  **Any other gestures made:** Looking around for the link |
| Task 9 Find the contact information on any other page (Excluding Sign in) | **Completed successfully:** Yes  **Time taken:** 120 seconds  **Facial expressions:** Focused  **Any noises made:** Hesitation Marker  **Any other gestures made:** None |
| Task 10 Find where upcoming events would be | **Completed successfully:** Yes  **Time taken:** 2 seconds  **Facial expressions:** Relaxed  **Any noises made:** None  **Any other gestures made:** None |
| **User’s opinions/comments/suggestions about the site** | |
| 1. Things the user liked was that he did not have to look around much for helpful information and search the Internet for answers. This website took him to the resource he needed. 2. The only preference he suggested was for the links going to outside sites. There should be a dialog saying that the user is leaving the site. The back button in the browser should also take them directly back to the website instead of the user having to close the new tab. 3. The only suggestion was for the links with the tips, games, and other graphical features used on the site. 4. When asked if he would recommend this to others, he said that he would. Other people his age would find information that they otherwise would not have known. | |
| **The “Thank You” note to conclude the test** | |
| Thank you for participating in this activity! Your feedback truly helps us understand and provide for users like you. We hope the experience was enjoyable. Have a great day!! | |
| **Your experience, assessment of the Usability Test** | |
| This test was a success, in that the user was able to successfully locate all artifacts listed in the tasks as well as ones not in the tasks. The user was also easily able to navigate around the interface and found specific useful resources without having to use a search engine. It was. I understood the users feedback on the image links. We could definitely implement a way to go directly back to the site, as users would find it more convenient. | |

**Accessibility tests and Markup validation**

| **Yeni Almanza** |
| --- |
| *A screenshot of a web page  AI-generated content may be incorrect.* |
| 1. **Titles Hierarchy Inconsistency**    * Headings are not in a logical order (e.g., <h4> followed by <h6>).    * **Affected Elements**:      + <h4>Natural Home Remedies</h4>      + <h6>Click images for recipes</h6>      + <h5>Popular Question To Ask Your Do...</h5>      + <h5>Laugh and Learn</h5> 2. **Form Fields Missing Proper Labels**    * Form inputs lack proper labels or use placeholders incorrectly.    * **Affected Elements**:      + <input type="text" placeholder="Search..." id="searchInput">      + <input type="name" id="name" name="name" placeholder="John Doe" required=""> 3. **Low Contrast Text**    * 15 instances of text failing WCAG AA contrast ratio (3:1 for large text, 4.5:1 for normal text).    * **Affected Elements**:      + <h5>Laugh and Learn</h5>      + <p>Why did the tomato turn red?</p>      + Links, buttons, and other text elements (see pages 16–18 for full list). 4. **Duplicate ID Attributes**    * Duplicate id="email" found in form inputs. 5. **Empty or Improperly Structured Lists**    * List items missing parent <ul>/<ol> or valid child elements (though some passed). |
| *A screenshot of a computer error  AI-generated content may be incorrect.* |
| **Errors**   1. **Invalid input type**: type="name" is not a valid HTML input type. 2. **Misused**placeholder**attribute**: Not allowed for type="name". 3. **Misused**required**attribute**: Not allowed for type="name". 4. **Duplicate ID (**email**)**: Two elements share the same id="email".   **Warning**   1. **First occurrence of duplicate ID (**email**)**: Highlights the initial duplicate instance. |
| **Kathryn Douglas** |
|  |
| 1. *Clickables*    1. *Clickables needed to have clearer attributes.*    2. *Links that open new tabs should be tagged (e.g. let the user know where they are going and/or have a link directly back to the original site).* 2. *Titles*    1. *The heading tags would need to be ranked in a certain order.*    2. *The h1 format for titles would need to be used.*    3. *Document needs a title with a non-empty title attribute in the head section* 3. *Forms*    1. *All forms would need to have some type of submit button.* 4. *General*    1. *It would need more ARIA attributes (more information for features’ options on the site such as tooltips).* |
| *Insert the HTML validation screenshots here* |
| *List the Markup issues found here* |

**Team’s assessments**

| **Usability test results, discussions, analysis** |
| --- |
| *Insert team discussions and analysis of all the usability test results. The following ust be included here -*   * 1. *summary and analysis of all the results from each member’s usability test*   2. *The future enhancements that can be made on the site based on analysis above.* |
| **Accessibility issues** |
| *List any accessibility issues your team has found and the steps yoru team will take to remedy them.* |
| **HTML Markup issues** |
| *List any markup issues your team has found and the steps your team will take to remedy them.* |