1. List the name of your **project group** and briefly mention the goal of your prototype.

   Our project group is i-Resume. We develop a web-system to help user edit their resume. To be precise, our web-system allow users to build a resume by reusing block components; users can drag any blocks they want to format their resume. And the web-system eliminate document clutter in user's storage space, as all the document and files can be saved on our web-system. It can also create a unified environment to mange, edit, create and publish use's resume, that is to say, our it keeps its consistency for any operation system/facility. And the web-system provide version-control on user's resumes. Every resume and version that user edited will be automatically saved on our web-system.

2. Describe the **key questions** you were trying to answer through your user observation (and your team mates' observation sessions).

   - The XX function is under the XX button.
   - This icon means XXXXX.
   - Your current task is XXX.

3. Describe how you personally **recruited your user**, and provide some **background** (non-identifying) information about the user.

   My roommate is in her first-year standing in Civil Engineering major, and she's going to apply her first co-op work recently; she is willing to start at her co-op work this summer. I asked her whether she want to be my participant to test our project. I told her the basic tasks she need to do. And also, I told her the whole procedure may take half an hour; and

all of her personal information will be protected. Any information about her before I put into my test report, that I will get her authorization. I told her that she can stop the test anytime if she does not want to continue. After the test, I may ask her several questions about the operation she did, and she has rights to refuse answer any questions.

And my roommate's boy friend is there too, so I invited him to join in my test case. He is first-year standing in Computer Science major. He just finished CSC110, so he wants to start his first co-op work term during summer session. I told him the whole procedure and his rights, just like what I did to my roommate. He was glad to help me be my participant, because he said we are in the same major.

4. Mention **when/where** you conducted your observation.

   I conducted my observation in my roommate room in March 22nd, 2016. We start the test on 20:43. I tested her through her mac book, which can make her feel free to click. And for her boyfriend test, I used my iPad.

5. Describe how you **introduced** the observation session to the user, describe the **training tasks** if relevant, and how you obtained **consent** from the user you observed.

   I introduced them that I may observe their facial expression when they are doing operations on i-Resume. However, if they felt uncomfortable, I will stop to doing so. I told them that I will timing the whole process, and I may write down some of operations they did, and record problems that I saw; all of what I did just for collecting data to analyze i-Resume. Before they start, I told them the basic tasks they need to do, and they can ask me questions during the test if they confuse or forget tasks. I obtain consent from my roommate and her boyfriend, because I let them know that I will not push them for the test, and they have rights to stop anytime if they want.

6. Briefly describe the **tasks** you asked your user to perform.

   For my roommate, I told her guidelines for “Amy’s use case”. I am conducting research to see how easily users can interact with our system to upload a resume and export it. As part of our research, we would like to see students (co-op students) interacting with a prototype of our system. The purpose is to see if our system is intuitive to use for a typical target user.

   - You will be presented with an *InVision* interactive prototype depicting a web app called “*i-Resume*”. The tasks participants complete will be measured for time, correctness.
   - You will be asked to apply a new account because you are a new user. Once you completed applying-account, you will need to test basic function of “Setting, Profile”.
   - You will be asked to add a new resume using our template. In order to test export function quickly. You just edit a parsed section of the new resume. And then, you download the file, and export it as a PDF, and then view it.

   For my roommate’s boy friend, I told his guidelines for “Josh’s use case”. I am conducting research to see how easily users can interact with our system. As part of our research, we would like to see students (co-op students) interacting with a prototype of our system. The purpose is to see if our system is intuitive to use for a typical target user.

   - You will be presented with an *InVision* interactive prototype depicting a web app called “*i-Resume*”. The tasks participants complete will be measured for time, correctness.
   - You will sign i-Resume using your account, because you are a return user. Once you completed this step, you will need to test view sections.

- You will be asked to edit a previous resume you made in i-Resume web-system. During this procedure, you will need to briefly go through the history versions you made.
- You finished edition, and back to the main interface to take a look at all the files there. And then, you log out.

7. Describe how you collected the **data and what kinds of data** you collected.

   I observed their facial expression and write them down when they are doing operations on i-Resume. For example, if they frowned, it may demonstrate the current task confused them, or they are not satisfied with the operation they need to do. I use iPhone timing the whole tasks they did. When they watch the screen for a while, I will ask them that is there something problem they met, or do they need hints or help to finish their task. After the test, I asked them the problems they met, and record these problems.

   During the test, I mainly record the click times, time of each section-task completed, and stuck number of times.

8. Give a detailed **summary of the user observation data** you collected.

Use Case	Total Time	Stuck Steps (Where)	Stuck Steps (Duration)	Total Click Times	Tasks Completeness(%)
Amy's	3′25″	• Dynamic password • Finding save, upload/download option	• 12 seconds • 10 seconds	21	87%
Josh's	4′44″	• Version review	• 18 seconds	52	52%

		• Editing function • Icon confusing	• 32 seconds • 17 seconds		

* For stuck Steps(duration), I can read how easily that users finish the task when they met problems. Then our group can reconsider our design at that "stuck step" to satisfy users' needs.

* For Tasks completeness, I will calculate how many task-sections users need to take, and then, every time when they stuck, or I remind them where they need to click, I will reduce their tasks completeness. According to this percentage, our group can recognize how easily that users interact with our web-system.

9. Describe the **insights** you gained about the tool **prototype**. Which **changes** would you make based on your observations.

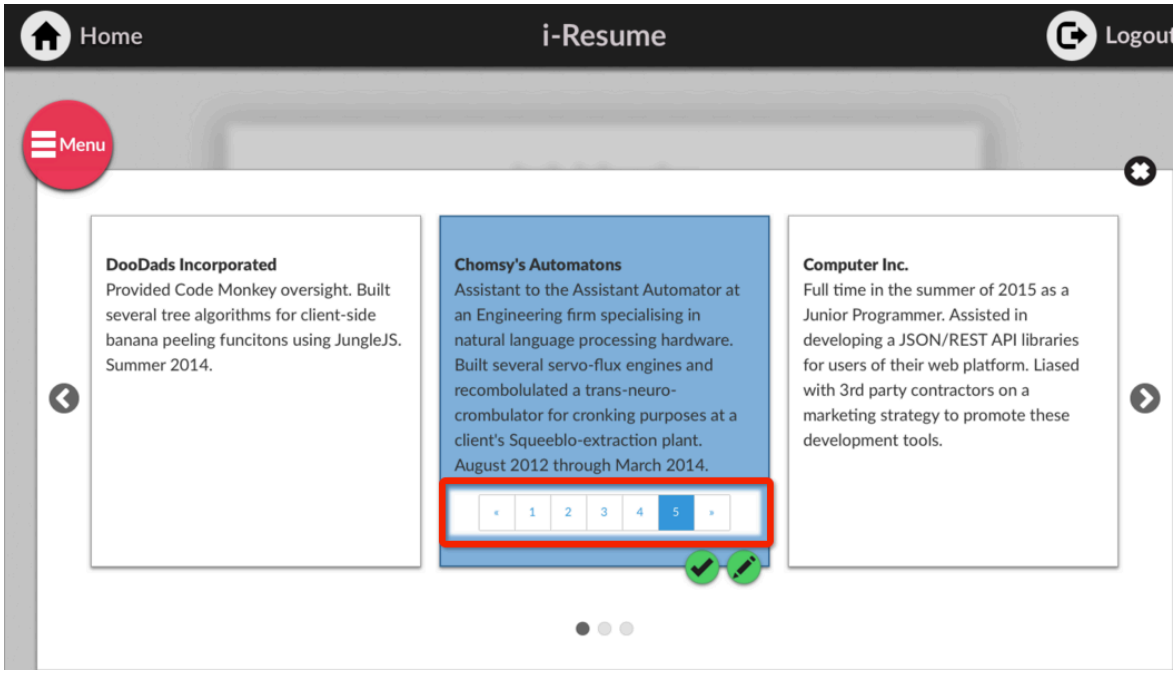
   I learned how to introduce participants test tasks, and how to locate the problems they met accurately. And also, the communication skills leveled up.

   The most important changes that we should make is that we should add hover tags under icon when user's mouse pointer point to the icon. The hover tags should briefly name the icon's function. And also, we need to design a "searching" function for users. Assume some users have a hundred of resumes, and if they want to find certain one contains key word, they have to open every resume they made and go through them. This bug will kill huge amount of time. Thus hover tags and searching function are the most necessary, which can shrink operation time, and enhance editing efficiency for user.

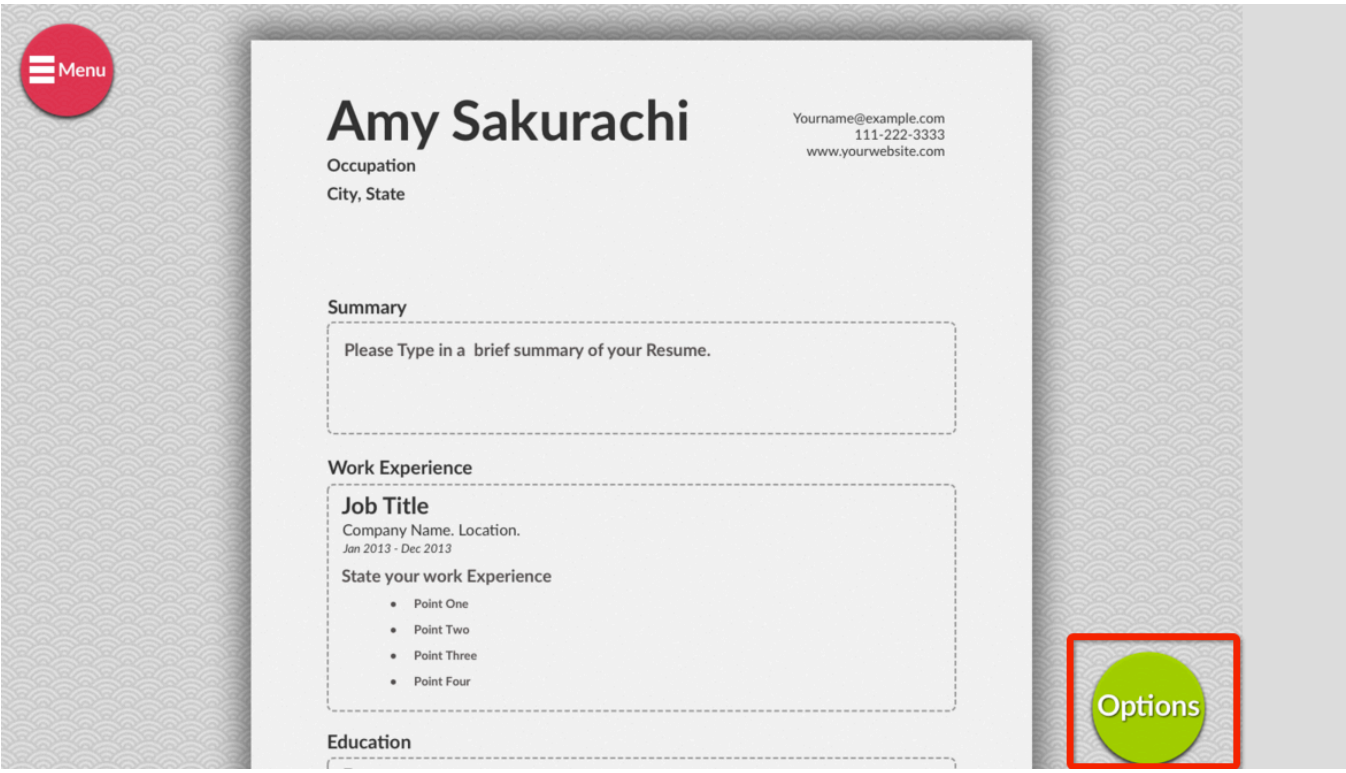
10. **Reflect on the user observation session** itself -- what changes would you make to future user observations (if any). Did your user perform any unexpected actions? Did you have to make changes or suspend your user study session?

I found my two participants are both confused about some icons. I think we should arrange our icons more efficient, instead of classified several tags under one icon. As user may cannot find the right button they need to click. And for some

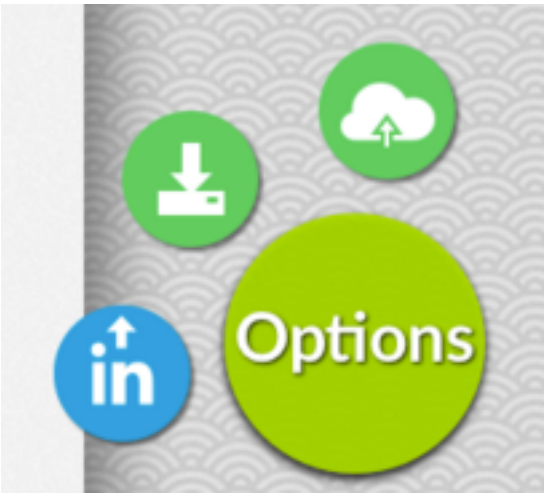
Examples are as followed:



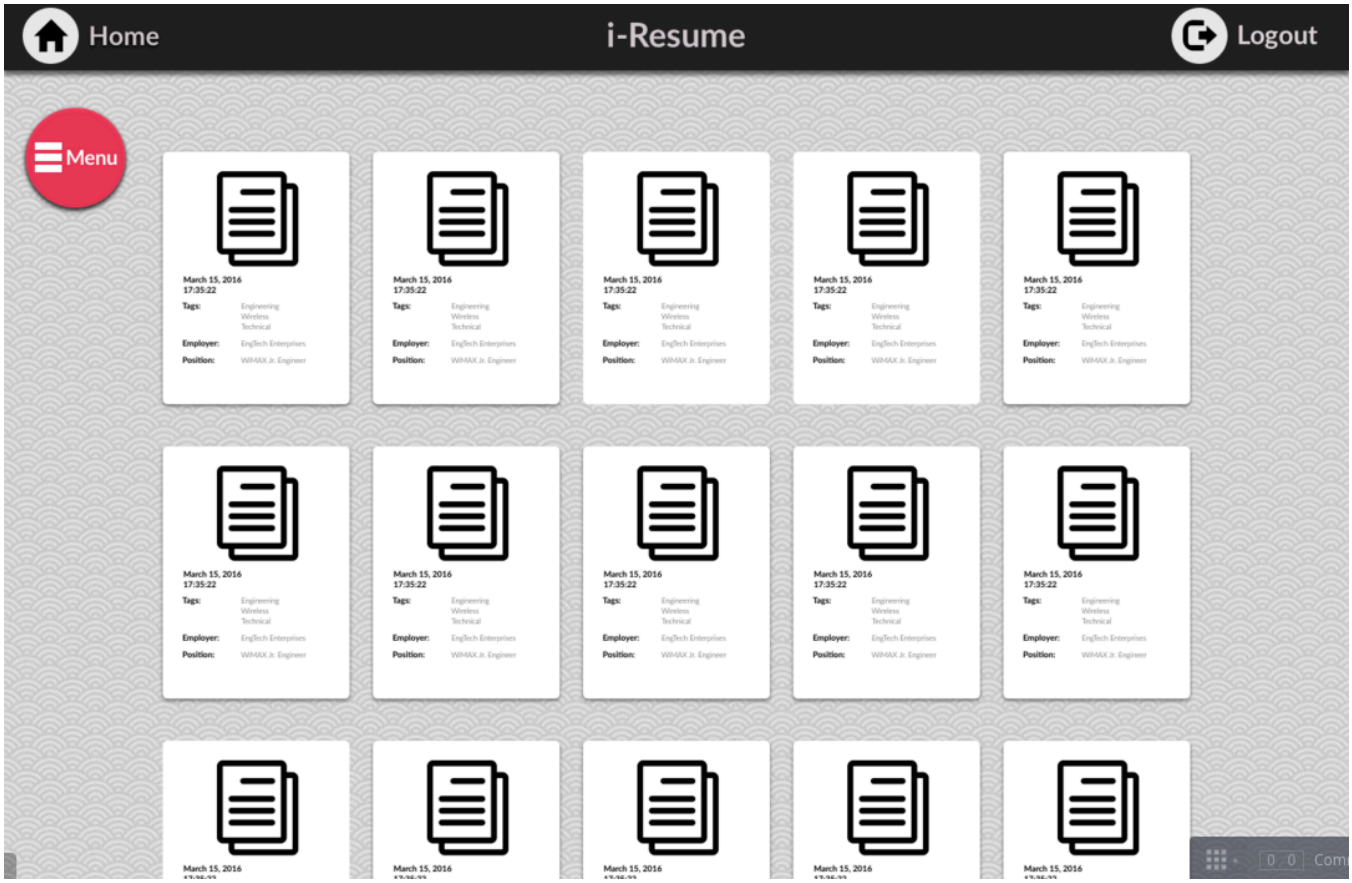
Explanation of above image: for the red box, before my participants move their mouse, they are both confused about the numbers beneath content. Do these numbers mean pages or versions?



Explanation for above image: for the red box, participants do not know where do they need to click download or upload unless they click the “Options” button. There are three icon under options, upload, export, synchronize to Link In.



However, even user click options, they still cannot read these icons directly. I think we need add hover explanation for all of our icons.



Explanation for the above image: for Josh's use case, as there are many resumes that Josh made. There is no "search" button to help user locate their resume. As a consequence, users have to open every resume and read them all to find the one they want.

11. As an **appendix**, please attach the **user study handbook** you used for your study.

iResume

Milestone 5

Study Handbook and User Testing

Adewale Adekoya, Saige Liu, Rui Ma, Mark Walle, Huiying Wang

March 14, 2016

Step 1: Planning the observation

Objective

We want to observe a real user work through the use case for Josh, which is to (see milestone 3):

1) Sign in using the account that already exists (joshjobseeker1992);
2) After logging in, a landing screen presents him with several options to import or create resume information (Resume Upload, Connect to LinkedIn, Manual Entry);
3) He chooses “Resume Upload”, which loads a file browser window;
4) He selects the Resume he wants (“Josh Resume Feb 21”) to upload and presses the Open button on the file browser window;
5) The system “*automagically*” processes this file to extract resume section headers and content;
6) After the system processes the uploaded resume, Josh is brought to the main content editing area of iResume;
7) Josh populates the default resume template with the “Objectives” section of his resume;
8) Instead of completing an entire resume this way, he just wants to see how the export function works;
9) he presses “Export” and is able to select whether he would like a PDF or DOC version of the resume iResume has created for him. Josh selects to download a “PDF” copy;
10) The browser downloads the PDF and the download appears in the footer area of his browser;
11) Josh clicks the downloaded file to preview the version of his resume created using iResume.2

Recruit

Find participants that represent your personas

Hypothesis

E.g Task completion? Time on task? User errors? Superfluous?

Queries used by participant	
How many examined	
Max time allowed	
Actual time	
Did he/she succeed in task	
Tasks Completeness(%)	
Tools used	
Stuck Steps (Where)	
Stuck Steps (Duration)	
Total Click Times	

Tasks

Use Case for User Testing
https://invis.io/QH64ODA7C

Use Case for User Testing
https://projects.invisionapp.com/share/MC6L1Q8RB