

Career Portfolio: User Testing Report

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The week of April 26, 2021 three users tested my portfolio website to evaluate its effectiveness. My testers included three family members. Testers #1 and #2 often use websites for recreation and light work tasks, but do not regularly look at portfolio websites. They have an average understanding of technology, but occasionally find difficulty working with computers and websites. I thought they would make good testers because they could give me insight into how the average user would interact with my website, particularly those with limited experience with technology. Tester #1 is very verbally gifted, and I was hopeful to receive valuable feedback on the written content of my portfolio. Tester #2 is an artist by trade and, as such, could provide insight into the design elements of my portfolio.

Tester #3 is a software engineer who regularly evaluates portfolios/job candidates and has extensive experience in technology. Although this tester doesn't work directly in web development, their expertise in technology and design is decades in the making and involves extensive training and career experience. This tester was chosen because they were an ideal candidate to evaluate my portfolio based on their knowledge of technology, web design, and their experience as part of a hiring team.

Description of Test Design

Each user was tested separately using their own computer. I conversed with testers #1 & #2 via phone, and tester #3 in person. Each tester received a walkthrough of the website and detailed instructions on the type of feedback I was looking for. I made note of things that were mentioned during the walkthrough, but after this brief introduction, I allowed each tester to explore the website on their own. The testers recorded their own feedback on the testing form. I believed that testers would be more likely to give honest comments without my presence. Tester

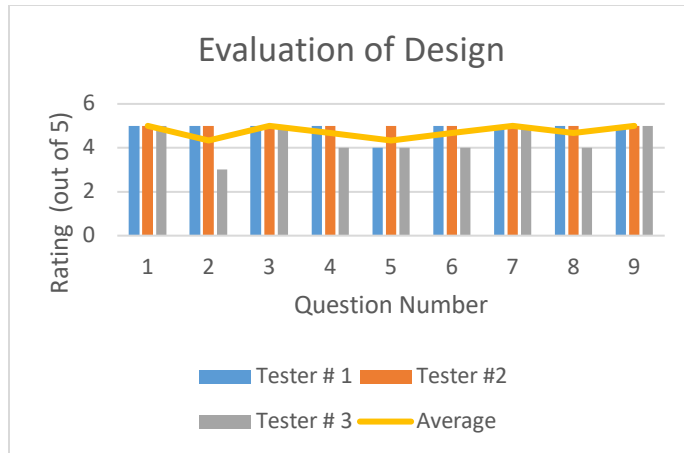
#1 took approximately 30 minutes. Tester #2 spent around 35 minutes. Tester #3 took the longest at around 45 minutes. In order to clarify any comments I did not understand, I looked over each of the feedback forms and discussed each testers findings, either on phone or in person.

Analysis and Findings of Testing Results

The feedback I received on my website was positive overall; however, my testers did help me to identify several areas for improvement. My scores for the design components of my website averaged around 4.74 out of 5 (Figure 1). Positive feedback included comments about the ease of locating links, color choices, and website flow. My lowest scores were on questions #2 and #5. Question #2 focused on issues of uncluttered space, as well as background and color choices. Verbal feedback revealed that tester #3 found my choice of footer background made the text difficult to read, and that my subpages were not consistent in design with my homepage. Question #5 asked the users to identify if all multimedia components have a clear purpose. Tester #1 noted that they were unclear as to my use of two artifacts of very similar content on my projects page. Tester #3 suggested that moving my video resume to a different location could help improve its appearance of purpose. Other issues of note by tester #3 included, my homepage background not extending the full height of extra-large screens, inconsistent subtitle navigation width, and issues with my LinkedIn icon placement. They also commented that my “logo” or website title doesn’t link to my homepage as expected, and that the background images used on the homepage could be optimized/ the footer image cropped down.

Figure 1

Evaluation of Design

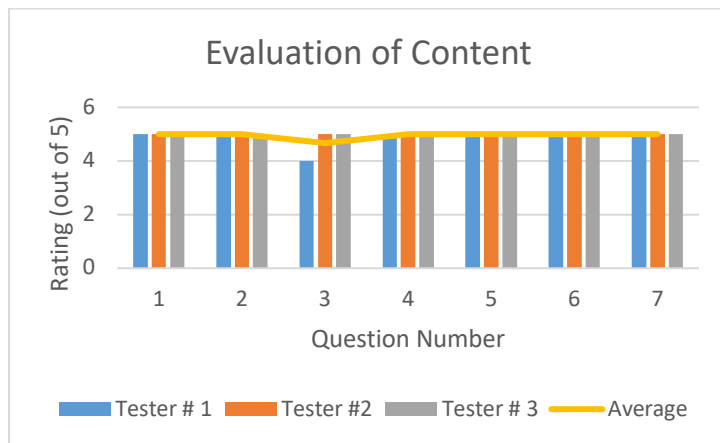


Note: Results of website design user testing survey by question number for three testers.

My scores for the content components of my website averaged 4.95 out of 5 (Figure 2). My lowest ratings on this section came on question #3. Question #3 asked the users to confirm that my links were usable and up to date. Tester #1 found that the LinkedIn icon did not link to my LinkedIn page as expected when clicked. Positive feedback received in this section included that the content had “excellent detail throughout” and that the labels were all clear and purposeful.

Figure 2

Evaluation of Content

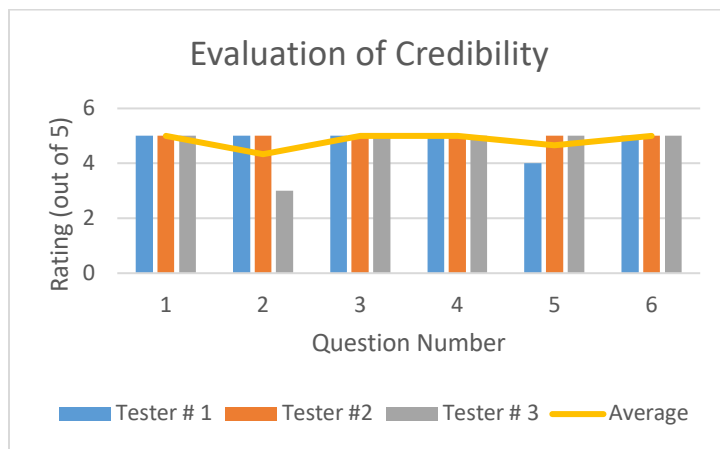


Note: Results of website content user testing survey by question number for three testers.

My scores for the credibility of my website averaged 4.83 out of 5 (Figure 3). Questions #2 and #5 were my lowest scoring items. Question #2 asked users about completeness of contact information. While all users were able to find my email address in my footer, all testers noted that my contact page was incomplete. Question #5 dealt with correct punctuation, spelling, and grammar throughout the website. Tester #1 found two typos- one on my home page and one on my reflection page. Other comments on credibility included tester #3 noting that, while the image I used for my background image on my homepage did come from a public domain website that didn't require attribution, upon further inspection/ doing a reverse image search the original artist may not have actually approved distribution of their work.

Figure 3

Evaluation of Credibility



Note: Results of website credibility user testing survey by question number for three testers.

Proposed Solutions to Correct Issues in Findings

I think that all of the suggestions provided by my testers were excellent and warrant making changes. First, in order to address the issues found in my website design I intend to change my footer background to a more neutral dark background to match my header. I believe this will solve the issue of footer readability and better match the header on each page making

my pages more accessible and stylistically similar. To improve design consistency, I will change my background image and/or incorporate similar digital media images across all pages to tie them together more cohesively. While doing this, I will alter the height of any images to ensure that they cover the full screen, even on extra-large monitors using information provided by Chris Coyier's CSS-tricks website (2018). As tester #1 suggested, I plan to remove the artifact that contained duplicate content from my projects page. To address tester #3's concerns I intend to remove the "autoplay" function on my video resume so as not to distract users when they visit my website. I intend to do this using information found on the W3 schools website (HTML<video>autoplay Attribute, n.d.). I will address the inconsistent subtitle navigation by checking the code for each element in various browsers and across multiple screen sizes and changing my layout to be the same throughout all pages. All layout related issues will be addressed using information from Murach's HTML5 and CSS3 (Boehm & Ruvalcaba, 2018, pp. 202-232). As suggested by tester #3, I will link my homepage through my "logo" at the top left corner of the screen and fix my LinkedIn icon placement.

To address the main content issue raised by tester #1, I will use information from W3 Schools to fix the link through my LinkedIn icon (CSS icons, n.d.). I will test this on multiple browsers to make sure that it works correctly. To enhance the credibility of my website, I will correct the typos found by tester #1 on my homepage and reflection page. Lastly, I intend to fix the possible issues with the copyrighting of my background image by finding a new image to replace it and verifying that I can legally use it.

References

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