

Frontend Development for Designers

Task 2.4: User testing

Shrunga Mehta

USER TEST PLAN

Introduction:

This user test aims to evaluate the usability and the user experience of Shrunga Mehta's Portfolio Website. The website will be tested through scenario-tasks and open questions. The results will be later analyzed using success criteria rating and usability problem rating.

User Goals:

- Learn more about the projects and work samples of the designer.
- Find the link to the designer's CV.
- Find the designer's contact information

User Target:

- Group Age: between 25 to 55
- Location: USA
- Professional occupation: human resource recruiter, manager, administrator.
- Technical experience: familiar with video-call tools

USER TEST PLAN

Test Guideline

Welcome Section

Hello _____!

Thank you for meeting me today to give me your feedback. Before we start, I will shortly remind you what this session is about and the steps we will be taking.

I built a portfolio website to showcase myself and my work as a UX Designer to potential employers. The website is not finished yet, but before diving deep into details, I would like to see what is working and what needs improvement. To accomplish that, I will start by asking you some personal questions. After that, you will receive three short tasks to solve using the website. I will ask you to share your screen with me while you perform the tasks and to think out loud. There will be a few further questions I would like to ask as a follow-up.

I remind you that the session will be recorded. The audio and the screen capture will help me analyze the content later and further improve the website. These recorded files are completely anonymous and will not be published. If you have any questions during the session, feel free to ask me at any time.

Before we start, do you have any questions?"

[Start Recording]

Personal Questions

- Age, location, and professional occupation.
- Which device are you using for today's session?
- Do you ever participate in the recruitment process?
- If so, which device you used mostly to do that?
- Do you currently have employees reporting to you?

USER TEST PLAN

Instructions

Thank you _____,

Now we are going to move on to the tasks on the website. I will give you a fictional story, and I will ask you to perform some tasks as if you were in that scenario.

Scenarios

You are the head of design in a digital agency in Lisbon. You are currently expanding your team and are looking for a UX designer. Through a friend's recommendation, you heard about Shrunga Mehta. You want to take a closer look at her online portfolio to get a sense of her skills and personality. You have clicked on the link to her portfolio and looked at it.

Scenario #1

You now want to know more about one of her projects called Homexpert. Where do you think you can find more information about that project?

Scenario #2

You have browsed through all her projects and become more interested in her former education and experiences. Now, you want to see her CV. Can you find it?

Scenario #3

You have downloaded the CV and are quite impressed. You now want to reach out to her to share the current job opening with her. How might you proceed?

Open Questions

- How was the orientation within the website for you?
- Was there something you really liked or really disliked?
- Do you feel like there is something missing? I notice that you... [clarify things noticed during the interview]

USABILITY REPORT

Analysis:

The results of the user test will be analyzed using success criteria rating and usability problem rating.

Success criteria of the scenario-based tasks:

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	<30sec	<30sec	<30sec

Jakob Nielsen's Severity Ratings for Usability Problem

- 0 = I do not agree that this is a usability problem at all
- 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
- 2 = Minor usability problem: fixing this should be given low priority
- 3 = Major usability problem: important to fix, so should be given high priority
- 4 = Usability catastrophe: imperative to fix this before product can be released

USABILITY REPORT

Test Overview:

- Conducted remotely on zoom and skype call on august 27,2020.
- Number of participants: 5
- Device used by participants: laptop/ desktop
- Test average duration: 6 minutes

Usability Problem Summary:

- There was not back button to go back.
- All the links where not working.
- The buttons were not showing the text while not hovering over it.
- The colors can be worked on.

USABILITY REPORT | PARTICIPANT #1

Information:

- **Age, location, and professional occupation:** 29, Michigan, And CPA
- **Which device are you using for today's session?** Laptop
- **Do you ever participate in recruitment process? If so, which device you used mostly to do that?** Yes, I mostly interview them in-person
- **Do you currently have employees reporting to you?** Yes, I have people 12 people reporting to me.

Evaluation of the scenario-based tasks

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	10sec	25sec	15sec

Open Questions

- **How was the orientation within the website for you?** Looks good, Easy to find stuffs.
- **Was there something you really liked or really disliked?** I liked it looks clean, but your picture can go smaller size.
- **Do you feel like there is something missing?** May be an option for downloading the cv in get to know me area.

USABILITY REPORT | PARTICIPANT #2

Information:

- **Age, location, and professional occupation:** 32, New Jersey, IT Professional.
- **Which device are you using for today's session?** Laptop.
- **Do you ever participate in recruitment process? If so, which device you used mostly to do that?** Mostly over skype.
- **Do you currently have employees reporting to you?** I work with a team of 10 people.

Evaluation of the scenario-based tasks

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	10sec	15sec	20sec

Open Questions

- **How was the orientation within the website for you?** Looks simply fine.
- **Was there something you really liked or really disliked?** Not too much color is what I like about it.
- **Do you feel like there is something missing?** Make be a back button.

USABILITY REPORT | PARTICIPANT #3

Information:

- **Age, location, and professional occupation:** 32, Denver, Web Developer.
- **Which device are you using for today's session?** Laptop.
- **Do you ever participate in recruitment process? If so, which device you used mostly to do that?** It depends either in person or over phone.
- **Do you currently have employees reporting to you?** Yes, I have 20 people team working for me.

Evaluation of the scenario-based tasks

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	10sec	12sec	10sec

Open Questions

- **How was the orientation within the website for you?** It fine but can do more visually.
- **Was there something you really liked or really disliked? I like that it is not overloaded.** If you are going to use pop colors than you should make it more obvious.
- **Do you feel like there is something missing?** Make sure all the links are working.

USABILITY REPORT | PARTICIPANT #4

Information:

- **Age, location, and professional occupation:** 40, Michigan, IT Professional.
- **Which device are you using for today's session?** Laptop
- **Do you ever participate in recruitment process? If so, which device you used mostly to do that?** Mostly in person.
- **Do you currently have employees reporting to you?** Yes, I do.

Evaluation of the scenario-based tasks

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	10sec	22sec	20sec

Open Questions

- **How was the orientation within the website for you?** Very good
- **Was there something you really liked or really disliked?** I like that it is not too much going on.
- **Do you feel like there is something missing?** Having a button for to downloaded cv on the front page.

USABILITY REPORT | PARTICIPANT #5

Information:

- **Age, location, and professional occupation:** 55, New York, IT Professional
- **Which device are you using for today's session?** My Laptop.
- **Do you ever participate in recruitment process? If so, which device you used mostly to do that?** Mostly In person.
- **Do you currently have employees reporting to you?** Yes, I do.

Evaluation of the scenario-based tasks

	Success criteria Scenario#1	Success criteria Scenario#2	Success criteria Scenario#3
Wrong assumptions	0	0	0
Needed Help	0	0	0
Murmuring of discontent	0	0	0
How many tries	1	1	1
How long	10sec	22sec	13sec

Open Questions

- **How was the orientation within the website for you?** Particularly good.
- **Was there something you really liked or really disliked?** The colors used. May be make your own picture.
- **Do you feel like there is something missing?** NO.