Micaela’s Feedback (Tristan Test Subject 1)

* Typos
* Dislikes font on parties page, and formatting of elements
* Didn’t want to call to scheudle party
* Consistent fonts and font colors
* Center text
* Check availability button is weird
* --------------------
* Getting directions:
* Total clicks: 2
* Elapsed time: 25.12 seconds
* --------------------
* Schedule birthday party:
* Total clicks: 10
* Elapsed time: 61.58 seconds
* --------------------
* Check motel availability and find location
* Total clicks: 8
* Elapsed time: 29.72 seconds

Evelyn’s Feedback (Tristan Test Subject 2)

* Outdated UI
* Couldn’t schedule birthday party on site
* Liked google maps integration
* Liked photos
* Didn’t like the check availability button
* Getting Directions:
* Total clicks: 3
* Elapsed time: 24.28 seconds
* --------------------
* Schedule birthday party:
* Total clicks: 8
* Elapsed time: 62.03 seconds
* --------------------
* Check motel availability and find location:
* Total clicks: 5
* Elapsed time: 21.85 seconds

Ryan Feedback (Tristan test subject 3)

* Looked professional
* Check availability button weird
* First page doesn’t afford scrolling
* Make it obvious that you must call to schedule party
* Getting Directions:
* Total clicks: 2
* Elapsed time: 25.02 seconds
* --------------------
* Schedule birthday party:
* Total clicks: 3
* Elapsed time: 27.61 seconds
* --------------------
* Check motel availability and find location
* Total clicks: 4
* Elapsed time: 55.89 seconds
* --------------------

Michael Feedback (Mark Ws Test Subject 1)

* Age: 21
* Gender: Male
* User Profile: 5’10 Business Management Student, pretty stocky, works out often and likes to wear new York team merch.
* How and Where Test Taken(What Device and R or IP): Microsoft Computer, In Person
* Testing Script:
* Got a little confused while doing the motel thing, didn’t know you could scroll down, or that there was anything below the text there. Birthday saw that there is no real way to schedule one on the website. Directions he realized it right away
* --------------------
* Getting Directions:
* Total Clicks: 2
* Time Elapsed: 4.11 sec
* Was Task Completed: Y
* Correct Answer Achieved: Y
* --------------------
* Schedule Birthday Party:
* Total Clicks: 2
* Time Elapsed: 13.88 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Y
* --------------------
* Check motel availability and find location:
* Total clicks: 5
* Elapsed time: 21.45 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Looks legit
* Something to highlight that the motel page you can scroll through
* Scheduling stuff on website

Jers Feedback (Mark Ws Test Subject 2)

* Age: 21
* Gender: M
* User Profile: 6’1, 160 pound stocky comp-sci major that enjoys working out and going out to the bars. Very good volleyball player
* How and Where Test Taken(What Device and R or IP): Microsoft Computer, In-Person
* Testing Script:
* The hours and pricing, and other across the top don’t always work
* The home button needs to be the northland motel sign
* --------------------
* Getting Directions:
* Total Clicks: 2
* Time Elapsed: 8.52 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Schedule Birthday Party:
* Total Clicks: 3
* Time Elapsed: 19.52
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Check motel availability and find location:
* Total clicks: 3
* Elapsed time: 20.8
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Pretty Solid
* Google Forms (For scheduling)
* Coloring with the address, black font on motel pages not gray, not gray font, The tap here make hyperlink. Delete other Instagram, twitter icons
* Food individual shortcut, no hours and pricing shortcuts make it a home, cut space of home page to make stuff below it more obvious
* Bowling Arena? Replace as home Bowling Home Page

Cades Feedback (Mark Ws Test Subject 3)

* Age: 21
* Gender: Male
* User Profile: 6’1 College Student in a Sports Management major. Around 160 pound student who enjoys watching Penn state sports events.
* How and Where Test Taken(What Device and R or IP): Microsoft Computer, In-Person
* Testing Script:
* Home Page icon (Northland Bowl) suggested that it needs to be there
* While scheduling a birthday he was confused by the layout of the birthday page
* --------------------
* Getting Directions:
* Total Clicks: 1
* Time Elapsed: 2.08 sec
* Was Task Completed: Y
* Correct Answer Achieved (Y/N): Y
* --------------------
* Schedule Birthday Party:
* Total Clicks: 2
* Time Elapsed: 18.05
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Check motel availability and find location:
* Total clicks: 3
* Elapsed time: 19 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Liked the experience
* Change layout of birthday party page make it more obvious what too do too much writing

Rocco Feedback (Mark Rs Test Subject 1)

* Age: 20
* Gender: Male
* User Profile: 5’11 Journalism Major, lacrosse coach, 170 lbs
* How and Where Test Taken (What Device and R or IP): Mac, In Person
* Testing Script:
* Struggled on seeing the directions at the bottom of the page, maybe make the font white
* Found birthdays easy to find and schedule
* Motel was easy to find

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* Getting Directions:
* Total Clicks: 3
* Time Elapsed: 24.07 sec
* Was Task Completed: Y
* Correct Answer Achieved: N
* --------------------
* Schedule Birthday Party:
* Total Clicks: 2
* Time Elapsed: 5.92 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Y
* --------------------
* Check motel availability and find location:
* Total clicks: 4
* Elapsed time: 25.13 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Easy, convenient
* Ease of navigation
* Struggled on seeing the directions at the bottom of the page, maybe make the font white

Kevin Feedback (Mark Rs Test Subject 2)

* Age: 20
* Gender: Male
* User Profile: 5’11 Accounting Major, great soccer player, 155 lbs
* How and Where Test Taken (What Device and R or IP): Mac, In Person
* Testing Script:

Struggled to find the directions at all. They must be more visible for users to see the directions in a more efficient manner. Scheduling a birthday party was not able to be done on the website itself so he was confused about that.

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* Getting Directions:
* Total Clicks: 2
* Time Elapsed: 23.48 sec
* Was Task Completed: Y
* Correct Answer Achieved: N
* --------------------
* Schedule Birthday Party:
* Total Clicks: 2
* Time Elapsed: 28.40 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): N
* --------------------
* Check motel availability and find location:
* Total clicks: 4
* Elapsed time: 20.09 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Little confused on finding the directions

Justin Feedback (Mark Rs Test Subject 3)

* Age:
* Gender: Male
* User Profile: 5’5 Comp Sci Major, great DJ, 130 lbs
* How and Where Test Taken (What Device and R or IP): Mac, In Person
* Testing Script:

Struggled to find the directions badly ended up telling him. Scheduling a birthday party was a little hard to tell because there is no option on the website to schedule. Checking motel availability was smooth and easy.

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* Getting Directions:
* Total Clicks: 2
* Time Elapsed: 41.71 sec
* Was Task Completed: Y
* Correct Answer Achieved: N
* --------------------
* Schedule Birthday Party:
* Total Clicks: 2
* Time Elapsed: 17.48 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): N
* --------------------
* Check motel availability and find location:
* Total clicks: 3
* Elapsed time: 23.20 sec
* Was Task Completed: Y
* Correct Answer Achieved(Y/N): Y
* --------------------
* Follow Up Questions: Couldn’t see the directions and number at the bottom. Motel was easy to check

Brenden Kokiko’s Test Subject 1 (Eric)

* Getting Directions
* Total Clicks: 4
* Time Elapsed: 52.67 sec
* Was Task Completed: Yes
* Correct Answer Achieved: Yes
* --------------------
* Schedule Birthday Party
* Total Clicks: 3
* Time Elapsed: 33.45 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Yes
* --------------------
* Check motel availability and find location
* Total clicks: 6
* Elapsed time: 75.32 seconds
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Yes
* Comments: Scrolling was wonky on all pages, directions were unclear

Brenden Kokiko’s Test Subject 2 (Shivansh)

* Getting Directions:
* Total Clicks: 3
* Time Elapsed: 35.23 sec
* Was Task Completed: Yes
* Correct Answer Achieved: No
* --------------------
* Schedule Birthday Party
* Total Clicks: 81
* Time Elapsed: 120.30 sec
* Was Task Completed: No
* Correct Answer Achieved(Y/N): No
* --------------------
* Check motel availability and find location:
* Total clicks: 4
* Elapsed time: 38.32
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Yes
* Comments: Scheduling menu was cluttered

Brenden Kokiko’s Test Subject 3 (Mckayla)

* Getting Directions:
* Total Clicks: 2
* Time Elapsed: 28.89 sec
* Was Task Completed: Yes
* Correct Answer Achieved: Yes
* --------------------
* Schedule Birthday Party:
* Total Clicks: 4
* Time Elapsed: 41.32 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): Yes
* --------------------
* Check motel availability and find location:
* Total clicks: 8
* Elapsed time: 93.45 sec
* Was Task Completed: Yes
* Correct Answer Achieved(Y/N): No
* Comments: Motel information was kind of buried, Link wouldn’t load

Actions Available for Northland Bowling Website

* From the menu bar on the top of our website you can choose from clicking on hours, prices, parties and events, food, and about us
* From the middle menu, you can click on Arena Bar and grill, Northland bowl, and Northland Motel to take you to each respective page.
* You can scroll up and down each page.
* On the home page out can access the menu by clicking on the pdf for the bowling menu
* On the motel page, you can scroll down and click on the check in logo to begin to schedule a room.
* You can click on the Twitter, Instagram and Facebook icons as well on every page to follow or watch the bowling page on their socials
* On all the pages you can click on the address on the bottom to get directions
* On the home page you can get the directions on their too
* In the parties and events menu bar you can choose to click on links for either information on the birthday parties, corporate parties, tournaments, and leagues
* You can view the league schedule on the league bowling page.

Will’s Feedback

* How to make things scroll to the right places
* Scroll out overall a little bit make a bit more scalable
* Have a way to schedule a reservation for motel
* Have an availability link or tab to see how packed a day is for bowling
* Link Facebook to Facebook icon

Isiah Feedback

* Grammar mistake birthday packages, 2 “of”s
* How to sign up for the packages: make more obvious make it a more clickable option give choices for sign up, make clear you have to call to sign up
* Zoom out a little bit so you can see the bottom information on some pages
* Font size change and format on motel pages, make the click on availability more clear so the user knows definitely where to go
* Change the text in the 3 tabs in the middle (motel, bowling, restaurant) from actual pictures to text, the picture pop to much at user
* Home page more clear maybe add corner home tab, make it more clear that bowling
* Status of the lanes pages
* Sign up, account page for people who go often

Lauren Feedback

* Like that the address works
* Scroll ability is good

Xianpei Feedback

* Lots of interaction
* Make the borders, and font smaller in the bar at the top
* Home make more clear
* Go back button

Heii Feedback

* Link everything to the website
* No link to the menu, button that’s actually more clear to touch
* Grill different picture
* Remove twitter and Instagram

Interface designers conduct usability testing to get feedback from people in their target user groups, which is used to evaluate if the design is learnable, effective, and engaging.

The process requires several steps:

1. Establish goals for the test
2. Identify appropriate tasks to be carried out by test participants
3. Develop follow-up questions related to the goals
4. Write a script to be used at every testing session
5. Recruit test participants who reflect the target population
6. Conduct the test and record data and observations

The information gathered from usability testing can inform the design team about which elements work well and what needs to be changed.

To complete this assignment, each group should:

* Review course material on usability testing methods here: [Usability testing methods.docx](https://psu.instructure.com/courses/2243361/files/144388700/download?wrap=1)[Download Usability testing methods.docx](https://psu.instructure.com/courses/2243361/files/144388700/download?download_frd=1)
* Develop a list of ***three goals (minimum)*** and their associated tasks or questions.

**Goals:**

1. Get directions to northland bowling and make sure they’re open when you want to go
2. Schedule your child’s birthday party for this Saturday
3. Check available rooms at the motel and find where it’s located.

* Recruit test participants ***(minimum three recruits per group member***). Ideally, they will be similar to someone who would potentially use your interface. Be sure to explain to each participant that you are testing a prototype which does not have full functionality.
* Perform the test and record feedback.
* Prepare and submit a usability test report. The test report will include the following:
  + A title page with date the report was prepared, date(s) of testing, and names of the members who prepared the report.
  + An executive summary which covers the highlights of the usability testing, including the tasks which were assigned, overall performance (i.e. whether tasks could be completed), and how many participants took part in the study. Data gathered during tests should be presented in a table and might include the number and percentage of completed tasks as well as the maximum, minimum, and average time to complete each task.
  + The testing methodology including:
    - who was tested (age, gender, user profile)
    - how and where tests were conducted (remote, in person, using laptop or mobile device, etc.)
    - testing script

As seen by the table above, our group tested a number of people who fit the college age. Our group wanted to test the largest and most applicable group that matched the largest demographic in State College. We primarily tested the age range of 19-23, male or female, and with the access of any type of laptop. We conducted the tests in person

* + Data collected during testing
    - time to complete task (in sec.)
    - whether task was completed
    - whether correct answer was obtained
    - results of follow-up questions
    - Organize data into tables
  + Discussion of major findings and recommendations