

Charity Source Usability Test Report and Analysis

By: Nicolas Stanzione, Greg Saras, Eric Getchell, and Joshua Blanchette

Report:

User One:

Our first user was a female student from UML between the ages of 18-25 who used computers more than 26 hours a week. Before beginning the test we asked her “Do you think this site is visually appealing”? In which she answered that she didn’t really like our logo and that they didn’t like the font we used for our navigation bar. After her response we read her the instructions and presented her the task list. She started on our home page which is also our browse page where she can see all the charities she could donate to. She had no problem scrolling through the charities and using the filters. She immediately noticed that the images of the charities in the grid were too close together and she suggested adding a little padding between them to make it feel less cramped. She was also confused about our top charity carousel at the top of the page. It doesn’t say anywhere that it is showing the top charities so she had no idea they were indeed the top charities. Next she made her way to one of the charity pages. She was successful in learning about the charity and using our donate feature but had trouble understanding the numerical statistics of the charity. She immediately noticed that the banner on the top that shows the logo of the charity changes each time you go to a different charity page based on the size of their logo. She also thought that the statistics for each charity were a little unclear. She had one recommendation to switch where the donate button (left side) and the pie chart (right side). Next she made her way to the contact page where she filled out the form and sent an email to our team successfully. She had no comments to make here. Next she used our signup page to make an account on our site. This page also has the login form as well which she thought was strange to have them both on the same page. After logging in she went to her user page. She edited her profile successfully but had no comments to make. Finally she logged out and was done testing out site. We asked her a few exit questions. We asked her “what she liked about our site?” in which she stated that she liked the color scheme and the filters on the browse page. We then asked her what frustrated her most about our site in which she replied that she did not like the fonts we used or our logo very much. Finally we asked her if the website was easy to navigate to which she said “Yes but the home page is a little cramped.”

User Two:

Our second user was a female student from UML between the ages of 18-25 who used computers more than 26 hours a week. Before beginning the test we asked her “What do you think this site is designed for?” She replied with she thinks it’s designed for people who want to connect with charities and find new places to donate to. After reading her the instructions and presenting her with the task list she started looking at our home page. She really enjoyed the grid layout with the images and the filter but she also thought the images were too close to each other. Next she clicked on a charity to go to a charity page. Here she really liked the layout and the stats. She had no problem donating and

finding information about the charity which is exactly the purpose of this page. Next she went to the contact page and had no problem filling out the form to send an email to our team. The only suggestion here was to clear the form so it felt more successful to the user when sending the email. Next she used our signup page where she was able to create an account. She tried to break it by putting two different passwords in the password and confirm password field which went through so we definitely need to fix that. After completing the form she didn't like the popup box that thanks you for signing up. There was an exclamation point in the text and the two buttons to close the window were too close to each other. Next she went to the user page where she had no problem editing her page. She suggested adding more padding between the text fields where she could edit her profile. She also suggested moving the save button on the right and the cancel button on the left. Currently it's the other way around. The only thing that wasn't working on this page was for some reason when she clicked edit the scroll bar stopped working. Next she logged out and that ended the test. We then proceeded to ask her some exit questions. We then asked her what she thought were the best and worst thing about the site. She really liked the shuffle grid with all the charity logos but she did not like the broken sign in with the different passwords getting through. Next we asked her if there was something she was expecting to see that she didn't see. She stated that she felt the site had everything she would expect of it.

User Three:

Our last user was a male student at UMass Lowell who used the computer for 26 or more hours per week. Before the test began, I asked him two questions. The first question was "What do you think this site is designed for?" His reply was that he thinks the site is used for donations towards charities. After reading him the instructions and presenting him with the task list he started looking at our home page. He really enjoyed the fluid motions when switching between the filters. He also liked how all the charities were displayed in the grid. His only suggestion for change is to clarify where the top charities were located, maybe with a banner. He then clicked on a charity and was brought to the generic charity page. He liked how the graphs were displayed and where things were located. He did suggest to change the location of the PayPal button because it seems like it is hidden. He also suggested to reformat the images to become clearer. After the charity page, he moved on to the contact page and had no problem filling out the form. He then submitted the form successfully, but he complained that the form did not clear when submitted. Next he filled out our signup page and created an account successfully. His only concern was that the pop up window seemed too direct, as if something was yelling at him. He then navigated to the user page, and had no troubles editing the information inside the page. He did not like how the text boxes stretched throughout the whole screen. This problem is definitely on our to-do list. He then logged out of his account, and I concluded the test with a couple of questions. I asked what he liked about our website and he said that the carousel on the home page looked fancy, and the filters for charities was a good addition to the website. I then asked him that if he were to use this site, would it meet his expectations, and he said yes of course. The next question asked was what your favorite and least favorite thing about our website was. He said that his favorite thing was that there were no advertisements, and his least favorite thing was our color scheme. The final question was what would encourage you to come use this website again. His response was that our website is for a good cause, and he always supports a good cause.

Improvements to Problem Areas:

For the most part all the users were successful on every page. One area that may be of issue is the browse page, specifically the size and spacing of the logos in the grid. Our team plans on making the

logos bigger and giving them more space between so that it is easier to distinguish between each charity. Another problem area that needs improvement is our fonts. Our users didn't like the font that we chose and our team took a second look at it and agreed. We need a more professional looking font for our site. Our team is in the process of finding an appropriate font that looks more fitting. Users also had trouble understanding what the different statistics on the charity page meant. We plan on adding a little dialog box where the user can click on a question mark icon and it will pop up with information about each stat.

Analysis:

Changes to Be Made Based On User Tests:

Besides the problem areas and improvements stated above we thought of other things to improve that weren't implicitly stated by users but definitely came to mind because of them. As well as changing the fonts we also need to refactor our images. We and our users noticed a lot of different sized images for the charity logo that affected the layout of our pages. To keep our site looking consistent we plan on making all the images the same size. One of the major changes we will make is to change the layout of our browse page. A lot of users thought the images were too close together. We will fix this by changing the three image grid to a two image grid with increased image size. This way the images will be easier to distinguish and we will be able to add more space. The only drawback is that the user will have to scroll more since this will make the page longer. Another issue we plan to resolve is the contact form not being cleared when you submit. We plan on creating a slide feature where once you submit the form the form will slide to the left and a thank you screen will slide in from the right. Another major change we need to make is to consolidate the login and signup buttons in the navigation bar into one button. For some reason when we tried to do this originally it broke the navigation bar so we need to go back to the drawing board for that. It doesn't make sense to our users to have two separate buttons that go to the same page. We also want to highlight the signup and login buttons in red to distinguish them to our users. This will make it easier for them to identify where to go to sign in and log out.

Changes We Do Not Have Time For:

Unfortunately time is quickly running out this semester so we will not be able to implement all the great changes our users had to offer. One of these suggestions was to create a blog so that people could get involved with charities in other ways besides donating. We had actually planned on implementing this feature but no one had time to pick it up. With all the changes we have to make already we have no time to make a blog from scratch. Another user also suggested some more backend checking for the password confirmation in the signup page. Since this isn't really a site breaking error we don't plan on taking the time to check every edge case in which our sign up may not be secure. Some users did not like our logo very much as well. Since none of us have any professional graphic design experience our logo will have to remain the same. Some users had comments about the designs we chose for specific pages. One user wanted us to switch the left side of the charity page and the right side while another user thought it was weird to have the signup and login forms on the same page. Seeing as how these are just isolated cases of people's preferences we are not going to change these. We think our design is modern and clean looking but if more people complain about it then we would have no choice but to change it.

Conclusion:

Overall our team agreed that the usability test was the most useful event that we did in class. The feedback we received will help us greatly improve our product. It's always amazing how people can perceive things so differently in ways you would never think of. Users had no problem noticing things that we would have never suspected being a problem and we greatly appreciate that.

With the new feedback soon enough our user interface will be on point. Most of the changes we need to make are pretty minor but once they are all in place our interface will be beautiful. Users will have no problem navigating our site and will easily be able to donate to their favorite charities or discover new ones. Since our whole interface is functional right now all we need to do is smooth it out and make it slicker. We are very confident that our user interface will be very user friendly by the end of this semester.

Usability Test Documents:

Usability Test Form One:

Report: Charity Source Usability Test

Date of Report: March 5, 2015
Date of Test: March 5, 2015
Location of Test: Lowell, MA

Prepared for: Jesse Heines
Email: heines@cs.uml.edu

Prepared by: Joshua Blanchette, Eric Getchell, Greg Saras, and Nicolas Stanzione
Emails: joshua_blanchette@student.uml.edu, getchell93@gmail.com,
gregorysaras@gmail.com, ngstanzione@gmail.com

Summary

The main goal of this usability test is to test the functionality of the website, Charity Source. The purpose is to find issues with the site that the developers might have overlooked. Participants will navigate through the website, completing simple tasks on each page, would it be clicking a button or just viewing the page. There were [] participants. Sessions were conducted with one participant viewing the website at a time. *This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there a reason why tasks were completed or not?*

Methodology

Who we tested

[2] participants, having the following characteristics, evaluated Charity Source website.

Audience Type	Computer Usage
Student	0 to 10 hrs. wk.
Staff	11 to 25 hrs. wk.
Other	26+ hrs. wk.
TOTAL (participants)	TOTAL (participants)
Age	Gender
18-25	Women
26-39	Men
40-59	
60-74	
TOTAL (participants)	TOTAL (participants)

What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

Number of participants
Percent successful

Findings

What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- List major issues:

about page font too small. erics pic to stretched

- Identify solutions:

You are now at our charity page. You will notice that there are no graphs and statistics about the charity that you have chosen. Click the donate button to be directed towards a paypal page. After choosing the paypal page, you can now close it, and return to the charity page. That paypal page will obviously be where you make donations to your intended charity.

Detailed findings and recommendations

Introductory Questions & Tasks

Questions	Responses
Do you think this site is visually appealing?	Not like Loyd, logo whitespace, don't like how it's set up
Who do you think this site is designed for?	connects you with charity
What do you think the purpose of this site is?	

Page 1 – Home Page

Welcome to our home page! Our home page is also called the browse page
After absorbing the awesomeness of our home page, please navigate to one of our top charities.
Eventually user will come back and try using the filters and search bar.

Email

Number of participants	20
Percent successful	% 100

Findings	Recommendations
font like font top charity carasel not clear banner	maybe say featured charities images for close add padding

Page 2 – Charity Page

You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a paypal page. After observing the paypal page, you can now close it, and return to the charity page. That paypal page will obviously be where you make donations to your intended charity.

Page 4

Next

By clicking

thank

post

Number of participants	1
Percent successful	% 100

Findings	Recommendations
banner changes with image - too big meta tags more clear	switch donate and pie chart

Page 3 – Contact Page

Next make your way to the contact page.
Email our developers with any question or concern you may have.

Number of participants	%
Percent successful	(0)

Header of the site.
Click on the logo again to go back.

Findings	Recommendations
Percent successful	Clear form after send

Page 4 – Sign Up Page

Next make your way back to the home page by clicking on our logo. Make an account on our site by clicking sign up. On the sign up side of the page enter your data and sign up. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you

Number of participants	%
Percent successful	(0)

Findings	Recommendations
Sign up dialog text too close together No password check	Get rid of registration point Weird having register and sign in on same page

Edit Questionnaire Responses

Summary of user impressions

Responses

Page 5 – User Page

Next navigate to your user page by clicking your name in the header of the site.
After reading about all the activity you have had on this site click on the logo again to go back home.

Number of participants	1
Percent successful	% (1)

Findings	Recommendations
scroll bar breaks when editing	add padding Save cancel left right distinguish between save cancel
What frustrates you the most about Charity Source?	
If the site was live, do you think it would meet your expectations?	
What was the best thing about this site?	
Would you donate through Charity Source in the future?	
Could you find what you were looking for?	
Was there something missing you were expecting to see?	
Was the website easy to navigate?	by looking Charitable
How intuitive and helpful is the navigation system?	
What would encourage you to return to this site in the future?	

Exit Questions/User Impressions

Summary of user impressions

Questions	Responses
Would you like to use Charity Source in the future (please explain why or why not)?	
What would you change about Charity Source?	
What did you like about Charity Source?	Search and filters, color scheme, looks professional, good.com.
How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?	
How would you improve upon Charity Source?	Functionality of the website, Charity Source, The
What frustrates you the most about Charity Source?	Site banner size, font, layout
If this site was live, do you think it would meet your expectations?	
What was the best thing about this site? What was the worst thing about this site?	Shuffle = best Worst = can't use incorrect password
Would you donate through Charity Source in the future?	
Could you find what you were looking for?	
Was there something missing you were expecting to see?	NPC, 0 to 10 hrs. wk
Was the website easy to navigate?	Yes, home page cramp though
How intuitive and helpful is the navigation system?	Gender
What would encourage you to return to this site in the future?	More Total (participants)

Usability Test Form Two:

Report: Charity Source Usability Test

Date of Report:

March 5, 2015

Date of Test:

March 5, 2015

Location of Test:

Lowell, MA

Prepared for:

Jesse Heines

Email:

heines@cs.uml.edu

Prepared by:

Joshua Blanchette, Eric Getchell, Greg Saras, and Nicolas Stanzione

Emails:

joshua_blanchette@student.uml.edu, getchell93@gmail.com,

gregorysaras@gmail.com, ngstanzione@gmail.com

Summary

The main goal of this usability test is to test the functionality of the website, Charity Source. The purpose is to find issues with the site that the developers might have overlooked. Participants will navigate through the website, completing simple tasks on each page, would it be clicking a button or just viewing the page. There were [] participants. Sessions were conducted with one participant viewing the website at a time. *This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there a reason why tasks were completed or not?*

Methodology

Who we tested

[2] participants, having the following characteristics, evaluated Charity Source website.

Audience Type

Student |

Staff

Other

TOTAL (participants)

Computer Usage

0 to 10 hrs. wk.

11 to 25 hrs. wk.

26+ hrs. wk. |

TOTAL (participants)

Age

18-25 |

26-39

40-59

60-74

TOTAL (participants)

Gender

Women |

Men |

TOTAL (participants)

Page 1 – Home Page

What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

Number of participants
Percent successful

Finding

What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- List major issues:
- Where are top charities?

- Identify solutions:

- Make a header for top char

Detailed findings and recommendations

Introductory Questions & Tasks

Questions	Responses
Do you think this site is visually appealing?	
Who do you think this site is designed for?	Charity Donations
What do you think the purpose of this site is?	↓

Page 1 – Home Page

Welcome to our home page! Our home page is also called the browse page
 After absorbing the awesomeness of our home page, please navigate to one of our top charities.
 Eventually user will come back and try using the filters and search bar.

Number of participants	1
Percent successful	% (0)

Findings	Recommendations
<ul style="list-style-type: none"> -where are the charities? -Login and Signup do not highlight -smaller logo for more room for charities below -Browse, Carousel 	<ul style="list-style-type: none"> - Header - highlight

Page 2 – Charity Page

You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a paypal page.
 After observing the paypal page, you can now close it, and return to the charity page. That paypal page will obviously be where you make donations to your intended charity.

Number of participants	1
Percent successful	% (0)

Findings	Recommendations
<ul style="list-style-type: none"> -Reformat Images 	

Page 3 – Contact Page

Next make your way to the contact page.

Email our developers with any question or concern you may have.

Number of participants	1
Percent successful	% (100)

Findings	Recommendations
- Able to navigate easily - Despite success message, it doesn't look successful	- Maybe ease content in boxes.

Page 4 – Sign Up Page

Next make your way back to the home page by clicking on our logo. Make an account on our site by clicking sign up. On the sign up side of the page enter your data and sign up. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you

Number of participants	1
Percent successful	% (100)

Findings	Recommendations
Clear and to the point. - Try signing up, if you click no thanks, you will return to home page?	

Exit Question/User Impression

Summary of user impressions**Page 5 – User Page**

Next navigate to your user page by clicking your name in the header of the site.
After reading about all the activity you have had on this site click on the logo again to go back home.

Number of participants	1
Percent successful	% (1)

Findings	Recommendations
-View charities goes to blank. Either finish or scroll it. -Make user name, first and last name more notable? middle of page? -Edit, Form button looks extend throughout.	

Would you donate through Charity Source in the future?

Could you find what you were looking for?

Was there something missing you were expecting to see?

Was the website easy to navigate?

How intuitive and helpful is the navigation system?

What would encourage you to return to this site in the future? -good cause.

Exit Questions/User Impressions

Summary of user impressions

Questions	Responses
Would you like to use Charity Source in the future (please explain why or why not)?	
What would you change about Charity Source?	
What did you like about Charity Source?	Crosses filters /
How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?	
How would you improve upon Charity Source?	Navigation of the website, Charity Source. The developers might have overlooked Participants
What frustrates you the most about Charity Source?	Participants were frustrated with one thing. This should also show overall trends such as
If this site was live, do you think it would meet your expectations?	Yes due to advertisement
What was the best thing about this site? What was the worst thing about this site?	- NO Advertisements - Color Scheme
Would you donate through Charity Source in the future?	Participants evaluated Charity Source website.
Could you find what you were looking for?	Consumer Usage
Was there something missing you were expecting to see?	0 to 10 hrs. 11 to 25 hrs. 26+ hrs.
Was the website easy to navigate?	TOTAL (participants)
How intuitive and helpful is the navigation system?	Gender
What would encourage you to return to this site in the future?	- Good cause.

Instructions Read To User:

Welcome to Charity Source! Our platform is a quick and easy way to donate to your favorite charities. While you test our site please stick to the instructions on the form in front of you. If you accidentally deviate please try to make your way back on course. If at any point you have a comment or concern please voice it but do not ask questions on what to do for each step unless you are absolutely certain you are stuck. At the end of your test we will ask you a series of questions that will greatly benefit our product. This is not a test of you, this is a test of the software. Thank you for your time.

Task List Followed By Users:

1. Welcome to our home page! This is also known as the browse page. After absorbing the awesomeness of our home page, please navigate to one of our top charities.
2. You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a PayPal page.
3. After observing the PayPal page, you can now close it, and return to the charity page. That PayPal page will obviously be where you make donations to your intended charity.
4. Navigate to the browse page, and search for a different charity by using one of the filters or the search bar. Click which charity you want to bring up and you will be navigated to another charity page.
5. After looking at the information of the charity, navigate to our about page to learn about our product and the developers.
6. Next make your way to the contact page
7. Email our developers with any question or concern you may have.
8. Next make your way back to the home page by clicking on our logo
9. Make an account on our site by clicking sign up
10. On the sign up side of the page enter your data and sign up
11. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you
12. Next navigate to your user page by clicking your name in the header of the site
13. After reading about all the activity you have had on this site click on the logo again to go back home
14. Log out of your account on our site
15. Log back into the account you made by clicking log in and entering your data
16. Log out again
17. Congratulations you are done! Hope you enjoyed our site.

MUST ASK EXIT QUESTIONS:

1. What did you like about Charity Source?
2. What did you not like?
3. Was there something missing you were expecting to see?
4. Was the website easy to navigate?

Optional Exit Questions

5. Would you like to use Charity Source in the future (please explain why or why not)?
6. What would you change about Charity Source?
7. What did you like about Charity Source?

8. How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
9. How would you improve upon Charity Source?
10. What frustrates you the most about Charity Source?
11. If this site was live, do you think it would meet your expectations?
12. What was the best thing about this site? What was the worst thing about this site?
13. Would you donate through Charity Source in the future?
14. Could you find what you were looking for?
15. Was it easy to get back to the home page?
16. Was there something missing you were expecting to see?
17. Was the website easy to navigate?
18. How intuitive and helpful is the navigation system?
19. What would encourage you to return to this site in the future?