

# Book-It

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## **Project Milestone #3: Beta Version and Usability Test**

Date of Report:	April 21, 2014
Date of Test:	April 15, 2014
Location of Test:	Lowell, MA
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## Executive Summary

The main goal of the study was to collect data from users on our Book-It web application and as a result improve on our application. The participants completed a series of tasks which included selecting a desired employee with which to book an appointment, then selecting a date and creating an appointment. The session was conducted in a classroom style setting with other students, faculty and the professor present. The participants were seated and performed the tasks next to an application developer. Communication was not made with participants until the task list was completed. A total of ten participants took part in the usability testing of our product. Overall the participants were able to complete all the tasks on the list with ease. Users had trouble with the following areas; figuring out what the idle timer was, the military time on the appointment form registration page, and determining if time slots were clickable.

## Methodology

### *Who we tested*

The participants were of age ranging from early twenties to forties, primarily computer science majors. Two were a graphic designer and a biochemist. Most of the participants were male.

### *What participants did*

Participants followed instructions on a form to complete the following tasks:

- Select an employee they would like to make an appointment with
- Select a date outside of the current month for your appointment
- Create the appointment

Participants met with the study facilitator for approximately 15 minutes to complete the list of tasks and answer a questionnaire at the end of the session.

### *What data we collected*

We took notes on every tester for each task and had the participants answer questions on our product at the end.

## Major findings and recommendations

The following is a list of user findings that caused problems during the testing and recommendations from them (solid bullets are issues and hollow bullets are solutions):

- The time on the appointment form is in a 24 hour format
  - Change the time from a 24 hour format to a 12 hour format
- The reserved times for partially free days were not styled differently from the free times leading to confusion for the user
  - Change the reserved times to be greyed out and to not have a selectable cursor when hovering over the times
- User attempted to click on the box that surrounded the employee photo when the photo is the only selectable object in the box
  - Make the entire text box selectable or remove the employee photo from the text box it is bounded in
- User struggled to see which time they were hovering over. The color was not dark enough and the cursor did not change
  - Change the hover color for the time fields to be darker so there is more of a contrast when the user is selecting a time. Also, change the pointer to be a pointing finger instead of an arrow to indicate a selection can be made
- User was looking for a field to add additional comments to the appointment i.e. saying the appointment is for a hair color instead of a cut
  - Add a field at the bottom of the appointment form for additional comments
- User didn't understand what a greyed out day was for.
  - Add a legend next to the calendar with an example of a day that has passed, a full day, and a regular day so the user can tell what days mean what
- User was confused by the idle timer and thought it meant the appointments were two hours long
  - Either remove the printout for the idle timer or add a label that says "Idle timer"
- User wanted an email confirmation
  - Give the option of an email confirmation on the appointment form and if they want an email confirmation, send it to them

## Exit Questions & Answers

- Just from looking at this site, what do you think the purpose is? Please be specific.
  - This is a website to book appointments
  - Not sure what the purpose is
- How difficult was it to create an appointment?
  - It was not difficult, very intuitive. Just had difficulty with styling issues.
- Do you have any suggestions to enhance the appointment creation form for our website?

- The time on the appointment form should be a 12 hour format and not a 24 hour time format
  - There should be a field to add additional comments on the appointment form
  - There should be an email confirmation after an appointment was booked
  - Did not know that it was an idle timer on the appointment form, thought it meant the appointments were two hours long. I think there should be a tooltip, label, or image to clearly state the purpose of the idle timer
- Do you have any suggestions to make selection of an appointment time and day easier?
  - I was very confused about the free time slots because it was the same style as the reserved time slots for partially free days.
  - I struggled to see which time they were hovering over. The color was not dark enough and the cursor did not change
  - I didn't understand what a greyed out day was for.

## Analysis

### *Discussion of the changes you plan to make in the final version of your software based on these results and why*

- After performing the usability testing we identified a few changes that needed to be made that were easy and would help the user to more easily create an appointment. The changes were as follows:
  - **Change the cursor for selecting a time for a certain day to be a pointing finger instead of the normal cursor arrow.** We decided to do this because the users did not immediately notice that the times were selectable. Some took about 10 seconds to realize they should be clicking on a time selection.
  - **Style the selectable times differently than the non-selectable times.** We decided to do this because when the user went to select a time for a day that was already taken, they would just sit and click on the time expecting something to change. We will have a different color for the taken times and we will not change the cursor to a pointing finger to indicate that selection is possible.
  - **Change the time field of the appointment form to be a 12 hour format instead of a 24 hour time format.** We did this as most people do not read the clock in 24 hour format. This will lead to less confusion when they are filling out the form to reserve the appointment.
  - **Add a comments section to the appointment creation form.** The user might want to leave a comment for the person they are creating the appointment with that could better prepare the employee prior to the appointment. A great example would be if the user wanted to tell his or

her hair stylist that the appointment would be a cut and color rather than just a cut.

*Discussion of the changes your tests indicate should be made but that you simply don't have the time to make*

- The following are a list of changes that the user suggested we change, but we simply do not have time to do:
  - **Make the entire employee text box selectable, instead of just the photo.** Changing this would require an angular JS overhaul that we do not have time to do. As it stands the photo is the only part of the employee text box that has a cursor change and this should be enough to tell the user that it is clickable. Additionally, there is an information box on the page that instructs the user to click the photo.
  - **Change the highlight color of the times for an appointment to be a darker color.** Instead of changing the high light color, we changed the style of the selectable and non-selectable times. This creates more of a change in the times that making the highlight color different is not necessary.
  - **Have a welcome page before leading straight into the employee selection page.** For us to have a welcome page, we would need more content and more time to plan our site. It doesn't make sense to dump the user into a page that says "Welcome to BookIt, the web's best appointment creation site available!" and then forces the user to click again. In a later version we could have a home page where the user has to sign in and then can select different businesses for which the user would like to make appointments with.
  - **Create a legend next to the calendar that has an example of a booked day and a free day to reduce confusion in day selection.** Although this is a great idea, we do not have time to implement this feature in time for the presentation. It would take significant work with CSS and JavaScript to incorporate it into the homepage.
  - **Create an option for email confirmation.** This is a great suggestion and would be a little too time consuming to finish for the final showing.
  - **Show the employee face on the appointment form.** Unfortunately we never had the time to get the employee-specific appointment functionality working. Due to this we have no backend to tell which employee we are actually creating the appointment for. Thus we do not have time to implement this feature.

### *Your conclusions about the quality of your user interface and the usability testing experience in general*

- All in all, the users really liked our users interface. The users thought that it was designed well enough that they didn't have to ask questions and they did not get stuck anywhere. There were some complaints about selecting times and not understanding what is selectable and not selectable, but those are easily fixed and will not be an issue in the final product. Although our product may not have as many features as other products, it is very easy to use and in general the users appreciated that.
- The usability testing was incredibly helpful to show us what features needed an overhaul and what features the users really liked. The biggest problem was that we needed to do this about a month ago. The first usability test we did was not nearly as helpful as the second one as we were just performing it with our peers and not with other people who had no experience using our product. We should have had the big usability test much earlier to ensure time to fix the problems that people found. As it stands, we know what is wrong with our product but we don't have enough time to fix it.

## Usability Documents and Notes

The following are attached to this report as blank documents. The filled in copies will be attached separately.

- Task list given to subject
- Evaluator form
- Questionnaire

# Book It Usability Testing Form

## Version 2.0

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Browser name:** \_\_\_\_\_

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the  
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

~~1. Create an account.~~(not ready for beta)

~~Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

2. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

**Comments:**

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# Evaluation Form

Describe user actions: \_\_\_\_\_

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1. ~~Create an account.~~ (not ready for beta)

User difficulty rating (circle one): ~~1 2 3 4 5 6 7 8 9 10~~

Notes: ~~Not ready for beta.~~ \_\_\_\_\_

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2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: \_\_\_\_\_

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3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: \_\_\_\_\_

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4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: \_\_\_\_\_

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## Questions

Name:

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1. Just from looking at this site, what do you think the purpose is? Please be specific.

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~~2. How difficult was it to create a new user login? (did not ask this questions)~~

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3. How difficult was it to create an appointment on the current month?

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~~4. Do you have any suggestions to enhance the user creation feature of our website?  
(did not ask this questions)~~

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5. Do you have any suggestions to enhance the appointment creation form for our website?

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6. Do you have any suggestions to make selection of an appointment time and day easier?

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