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HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY (HCMUT)  
FACULTY OF COMPUTER SCIENCE & ENGINEERING



## SOFTWARE ENGINEERING

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Usability Test

# Verbal Mate

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# 1 Introduction

## 1.1 Purpose of the Usability Test

The usability test was conducted to evaluate the user experience and effectiveness of the Minimum Viable Product (MVP) 1 for the English-speaking practice system. The primary aim was to assess how accessible and efficient platform is in supporting learners in improving their spoken English, and teachers in managing the their library/ libraries of questions.

## 1.2 Scope of This Report

This report focuses solely on the usability test conducted for MVP 1. It documents the methodology, execution, and results of the test, along with observations and feedback from participants. The scope includes:

- Assess users' impressions of the page's visual design and overall aesthetics.
- Assessing the ease of use of the platform for learners and teachers.
- Evaluating whether the system efficiently delivers on its core functionalities.
- Identifying usability challenges and areas for improvement to enhance user satisfaction.

## 1.3 Objective of the Report

The objective is to provide actionable insights based on the usability test results, ensuring the platform meets user needs effectively. The findings and recommendations in this report aim to guide future iterations of the system to improve its overall usability and user experience.

## 1.4 Expected Benefits

Through this usability test, the development team aims to:

- Identify pain points in the current user interface and interactions.
- Validate the system's ability to meet functional and usability requirements.
- Gather participant feedback to refine the platform, ensuring it delivers a user-friendly and efficient experience for all stakeholders.

## Khảo sát chất lượng thử nghiệm Hệ Thống hỗ trợ học Tiếng Anh giao tiếp cho sinh viên

### Giới thiệu:

Nhằm đảm bảo chất lượng và phát triển lượng Hệ Thống hỗ trợ học Tiếng Anh giao tiếp, nhóm 8 chúng tôi gửi đến bạn một số câu hỏi nhằm khảo sát trải nghiệm của bạn trong suốt quá trình tương tác với hệ thống hệ thống.

Để đảm bảo tính hoàn thiện của cuộc khảo sát, khuyến khích các thí sinh trải nghiệm tất cả các tính năng của hệ thống, bao gồm:

### Tasks:

1. Đăng ký tài khoản (Registration)
2. Đăng nhập/ Đăng xuất (Login/ Logout)
3. Thay đổi thông tin người dùng (Modify user info)
4. Tạo một thư viện với ít nhất 5 câu hỏi (Create a library with at least 5 questions)
5. Chỉnh sửa thư viện đã tạo (Modify library)
6. Trả lời câu hỏi bằng cách ghi âm (Answer by recording)
7. Trả lời câu hỏi bằng cách đăng tải file ghi âm từ máy tính (Answer by uploading)
8. Xác nhận và kiểm tra lại câu trả lời (Review previous answers)

Website: <https://khanhhne.com/>

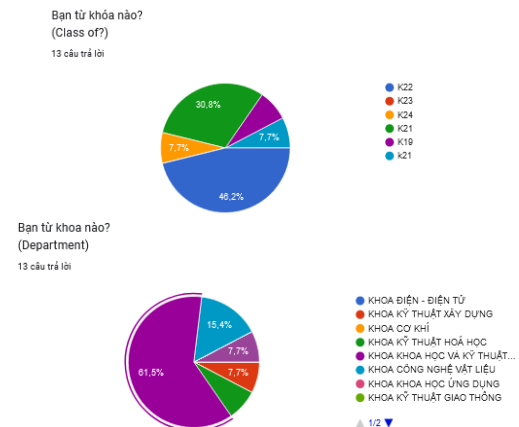
Figure 1: Usability Testing

## 2 Participants and Tasks

The usability test involved a total of 13 participants, who were selected to represent the target users of Verbal Mate. The participants were primarily students from HCMUT, aged between 18 and 23. This demographic is chosen as they best represent the target userbase. The participants had varying levels of experience with learning aids, with some having used similar services before, while others were completely new to such concepts.

Participants were asked to complete the following tasks, designed to evaluate the system's usability:

- Account Registration
- Login/ Logout
- Modify user info
- Create a library with at least 5 questions
- Modify library
- Answer by recording
- Answer by uploading
- Review previous answers



### 2.1 Test Strategy

The usability test employed a qualitative approach to gather both subjective impressions and measurable data.

The test was conducted in person and using Google Forms to record and analyze data

### 2.2 Test Procedure

1. Participants were briefed on the purpose of the test and provided with tasks.
2. Independently, each participant performs the assigned tasks, receiving additional guidance or moderation during the process only if necessary.
3. Upon completing the tasks, participants were asked to evaluate the system's usability and design and provide suggestions for potential improvements.
4. All observations and feedback are then recorded for detailed analysis.

### 2.3 Metrics for Evaluation

The following metrics were used to assess the system's usability:

- Aesthetics: Participants' impressions of the page's visual design and overall appeal.
- Visibility: Clarity and accessibility of buttons and interactive elements.



- Tutorialization: Effectiveness of guidance or instructions provided to users.
- Intuitiveness: Ease of understanding and using the system without prior experience.
- Navigability: Smoothness of navigation between pages and features.
- Streamlining: How efficiently the system facilitates task completion.
- User Feedback: Qualitative insights on the system's design, functionality, and overall user experience.

The methodology ensured a comprehensive evaluation of both user performance and subjective experiences with the platform.



## 3 Test Results

### 3.1 Findings Summary

The usability test revealed the following key findings:

#### 3.1.1 Strengths:

**Aesthetics:** Participants found the overall design visually appealing, with a modern and clean interface.

**Feedback System:** Learners appreciated the immediate and clear feedback on cue word usage.

**Intuitiveness:** Most users were able to complete tasks without significant prior knowledge or guidance.

#### 3.1.2 Areas for Improvement:

**Visibility:** Some buttons and interactive elements were difficult to locate, particularly on The question library page.

**Navigation:** Some participants expressed that some buttons and prompts are spaced too far apart, leading to slight difficulties in navigation.

**Tutorialization:** New users expressed a desire for better action feedback such as successful logins or modifications.

### 3.2 Qualitative Insights

#### 3.2.1 User Feedback on Aesthetics:

Positive: "The interface is visually appealing and easy on the eyes."

#### 3.2.2 Suggestions for Improved Usability:

"Add more notifications to notify users of success."

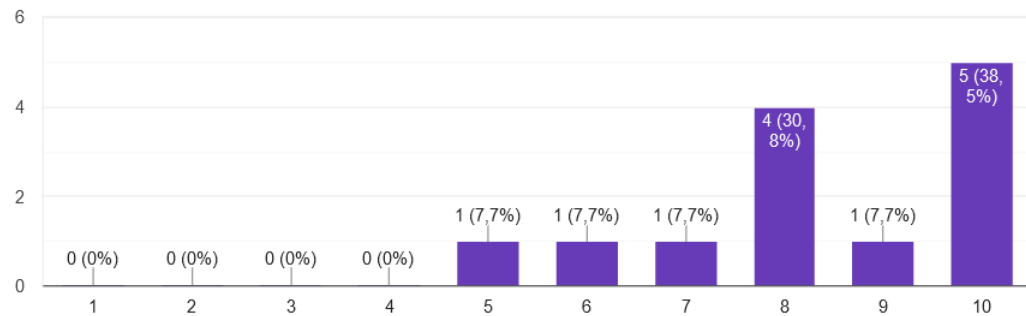
"UI elements are too few, and the taskbar is too small."

### 3.3 Figures

The findings demonstrate that while the system provides a strong foundation for English-speaking practice, enhancements in navigation, visibility, and tutorialization are required to optimize the user experience.

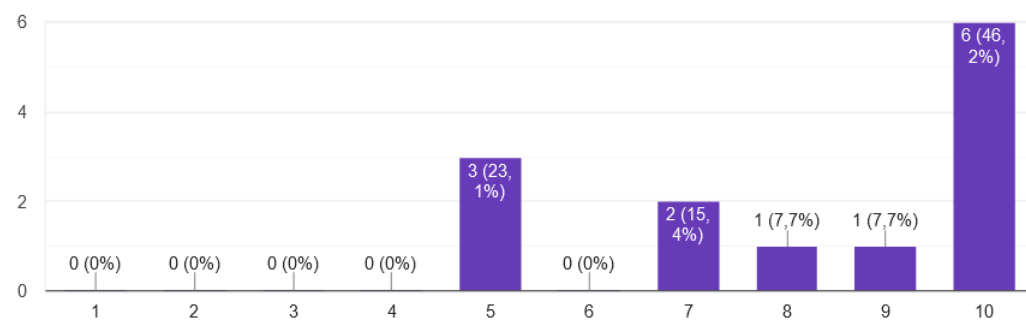
Bạn cảm thấy giao diện trang web như thế nào?  
(Aesthetics?)

13 câu trả lời



Bạn có thể dễ dàng nhận diện các nút bấm không?  
(Visibility?)

13 câu trả lời



Các mô tả có hữu dụng?  
(Tutorialization?)

13 câu trả lời

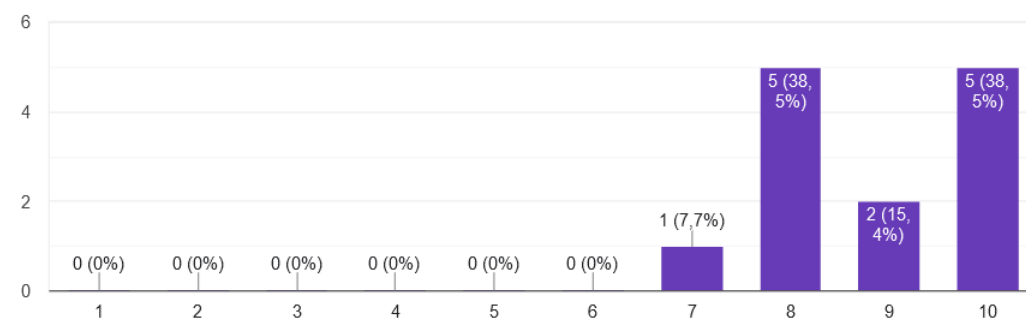
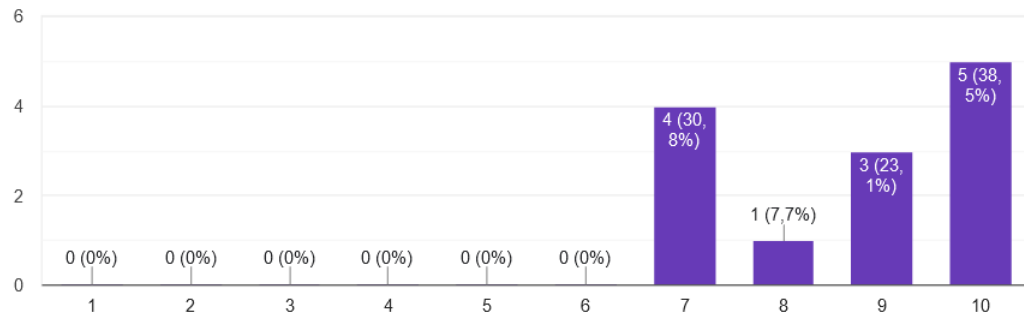


Figure 2: Questions about the interface



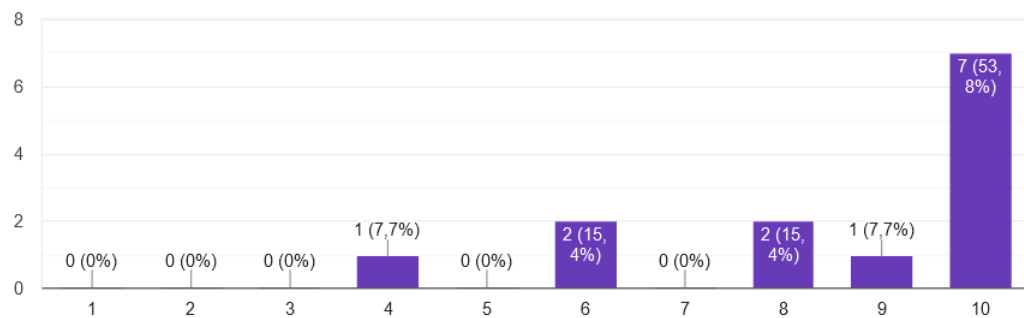
Trang web có trực quan dễ sử dụng?  
(Intuitiveness?)

13 câu trả lời



Bạn có thể dễ dàng di chuyển giữa các menu không?  
(Navigability?)

13 câu trả lời



Các công đoạn có rườm rà không cần thiết?  
(Streamlining?)

13 câu trả lời

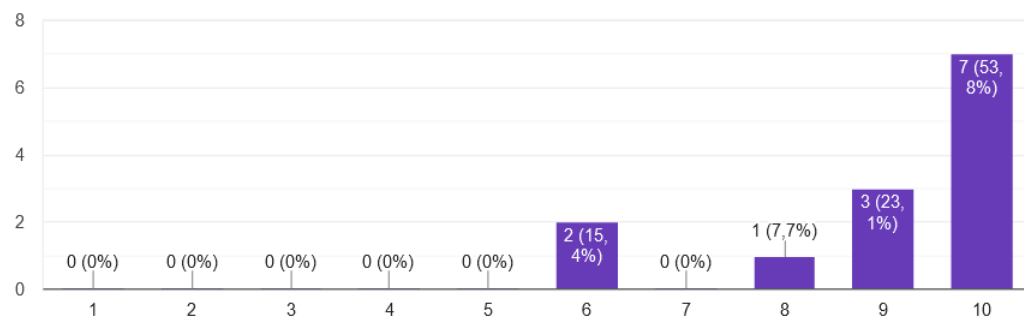


Figure 3: Questions about the user experience



Bạn đánh giá tổng quan về trải nghiệm như thế nào?  
(UX?)

[Sao chép biểu đồ](#)

13 câu trả lời

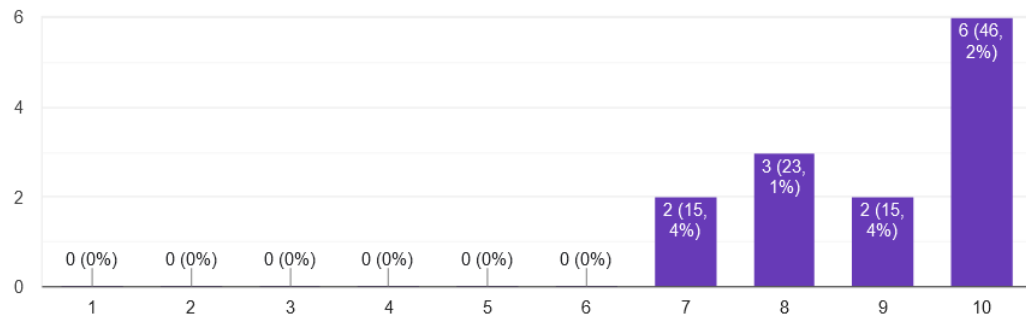


Figure 4: Overall evaluations



## 4 Summary

The usability test for MVP 1 of the English-speaking practice system provided valuable insights into its strengths and areas for improvement. Overall, participants found the platform visually appealing and intuitive, with learners appreciating the immediate feedback on cue word usage. Teachers valued the ability to manage learners and create structured exercises.

Key areas for improvement include enhancing button visibility, streamlining navigation, and providing quality-of-life features for users. While most participants were able to complete tasks successfully, challenges with specific features, such as locating buttons or switching between pages, highlighted the need for refinements.

## References

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- <https://www.nngroup.com/articles/talking-to-users/>
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