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

SOFTWARE ENGINEERING

Usability Test

HCMUT-SSPS

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1 Introduction

The Student Smart Printing System is designed to provide a seamless and efficient way for students to manage their printing needs on campus. With features such as document upload, print job specifying, print job tracking, and print job cancellation, the system aims to simplify the process of accessing and utilizing campus printing resources. As with any new system, it is essential to ensure that it is user-friendly and that students can navigate the platform with ease to complete tasks such as submitting print jobs, adjusting print settings, and managing their accounts.

This usability test was conducted to assess the overall user experience of the Student Smart Printing System website. The primary goal was to identify any usability issues that may hinder students' ability to complete tasks efficiently and effectively. The testing focused on several key user actions, including document uploading, selecting print preferences, tracking print jobs, cancellation, logging in and out. Through a series of carefully designed tasks, the test sought to evaluate how intuitive and easy-to-use the system is for typical users, and to gather feedback on potential improvements. The findings from this report provide valuable insights into the strengths and weaknesses of the website, along with recommendations for optimizing the user experience.

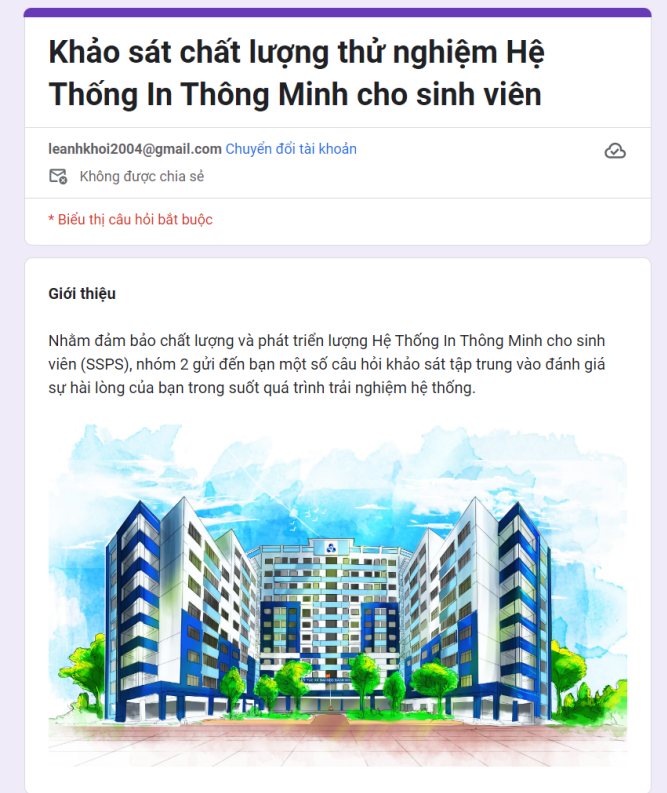

Figure 1: Usability Testing

2 Participants and Tasks

The usability test involved a total of 11 participants, who were selected to represent the target users of the Student Smart Printing System. The participants were primarily students from HCMUT, aged between 18 and 20. They were chosen based on their familiarity with basic web-based systems and general experience with printing services. The participants had varying levels of experience with online printing systems, with some having used similar services before, while others were completely new to such platforms.
Participants were asked to perform a series of typical actions, including:

- Logging in and out
- Uploading a document for printing.
- Selecting print preferences
- Choosing printer
- Tracking the status of print job
- Submitting the print job
- Canceling the print job
- Checking validiation cases

3 Post-test Questions

After completing the usability tasks, participants were asked a series of post-test questions to gather their feedback on the overall user experience. These questions aimed to identify areas for improvement, assess the participants' satisfaction, and uncover any specific pain points encountered during the test. The questions were designed to complement the usability metrics and provide qualitative insights into the participants' experience with the system.

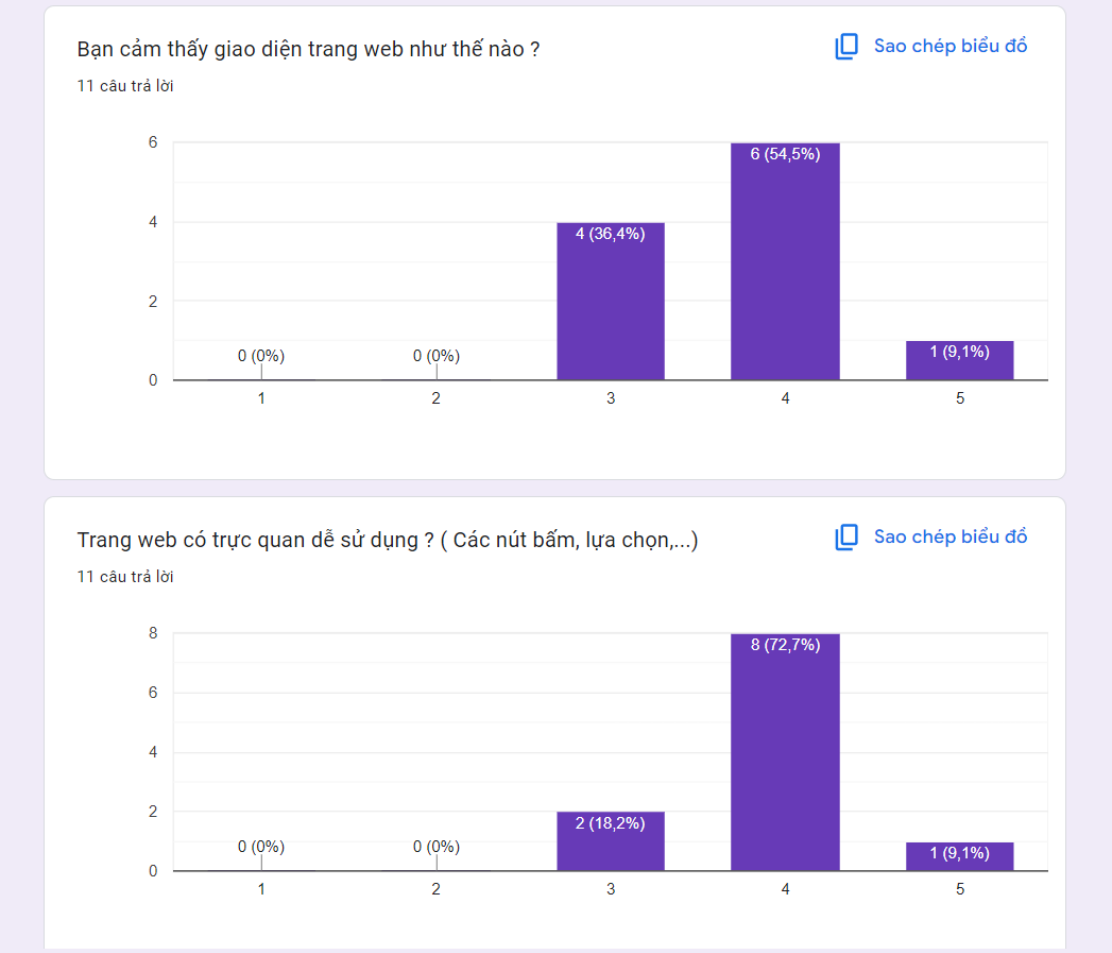

Figure 2: Questions for the interface

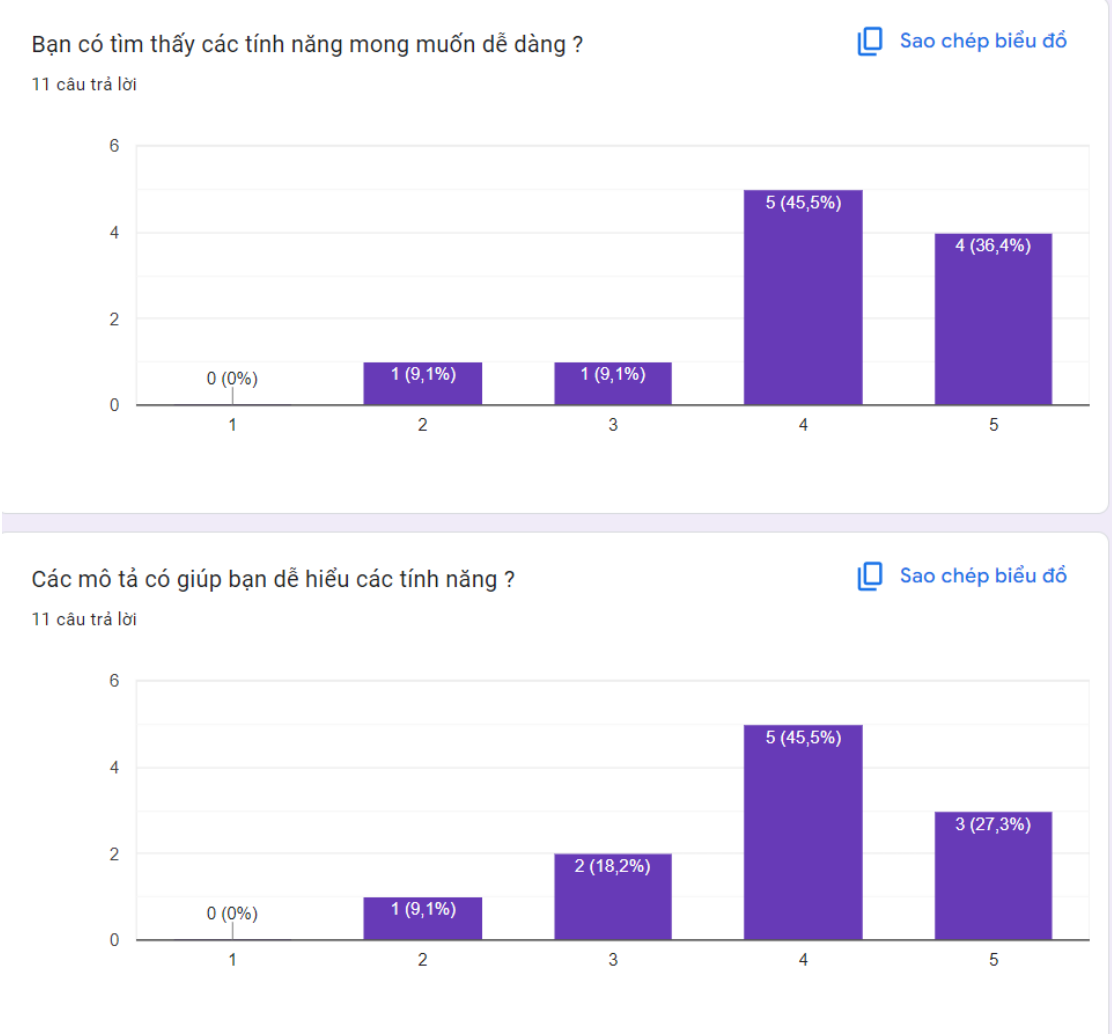

Figure 3: Questions for the functions

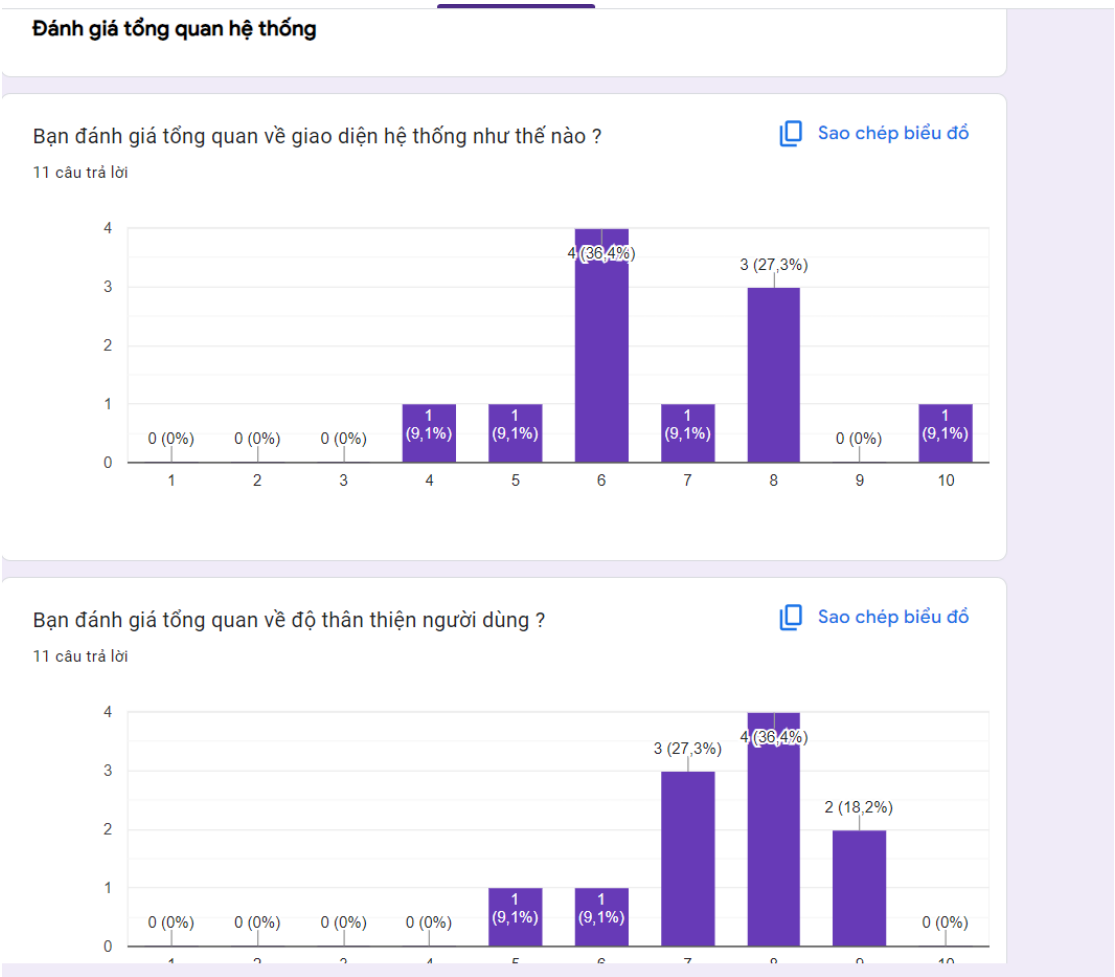

Figure 4: Overview Questions

4 Summary

Overall, the core functions of the system, including account creation, document upload, print job submission, and print tracking, were generally well-received by participants. The process for uploading documents and adjusting print preferences was intuitive for most users, with a high success rate in completing these tasks. The print queue and job tracking features also worked as expected, allowing users to monitor the status of their print jobs without major issues. While the system is functional, the interface is just around 6/10 and requires significant improvements to enhance the user experience.
In conclusion, the Student Smart Printing System performs well in terms of functionality but falls short in its interface design. While the system's core functions are solid, the interface needs a major overhaul to improve its visual appeal, user-friendliness, and overall accessibility.