

USABILITY STUDY REPORT

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Abstract

This document show the concept of usability in our project and also shows all the phases in the usability tests: the preparation of the tests, how the testers were recruited and the analysis of the gathered results.

Design and execution of the study

To evaluate the usability of the website we have chosen to utilize the usability test, so we have chosen real users of the application of which we have assigned a set of real tasks to do, to each one of the users.

Define scenarios

For this phase we have elaborated three scenarios:

- the first one talks about a family that is gathering information about the center because is interested in register their son which have disabilities;
- the second one show a doctor that want to apply for a position in the association centre;
- the last one describe a casual user that is interested in helping the association through volunteering.

For the first scenario we have planned the following tasks:

1. find all the services delivered in the Milan centre;
2. given a particular service, for example the third service, find all the people of the center that can deliver that service;
3. find out what events are given by the association on 28/5/2018;
4. send an email to request information about how to enroll a child.

For the second scenario we have planned the following tasks:

1. find out all the medical skills of Matteo Frigerio;
2. find out which locations deliver the fourth service;
3. find out all the services delivered by the Como centre;
4. send an email asking the center how to apply for a position.

For the third scenario we have planned the following tasks:

1. find out all the methods to help the association;
2. find out when the Event3 starts;
3. find out and read all the informations about Leonardo Barilani.

Recruitments

For the usability tests we have figured out the main categories of users profiles: parents, which can represents entire families with the need to enroll their child, doctors, which may need to find out the skills required for applying for a position in the centre, and youngs volunteers. For our specific needs we have choosen 5 users: the parents of Matteo Frigerio, for the first profile, Leonardo Barilani's cousin for the second profile because he is actually a psychologist and the two brothers of William Bonvini for the third profile.

Usability variables

We have choosen to monitor both quantity indicators and quality indicators; in particoular we have choose to gather informations about:

- effectiveness: the users are able to correctly test the application without failure;
- efficiency: the time used by the users to complete a task;
- errors: the users can't complete the task, so the fail the required task;
- behaviours: catch disorientation, stops, frustations, waiting periods, wandering periods.

Execution

For the delivery of the tasks we have deployed a Task Sheet that looks as follows:

Name:	
Surname:	
Profile:	
Num Task	Task description

During the execution of the test, to gather data relative to the usability variables we have used some individual Task Record Sheet which are structured as follow:

Name:			
Surname:			
Profile:			
Task	Time on Task (min)	Task Completion	Comment

The Task Completion column can be filled with:

- success;
- partial success or success with assistance;
- failure.

Results

The subdivision of the task i sas follows:

Name: Barbara	
Surname: Polvara	
Profile: Matteo's mom	
Num Task	Task description
1	Given a particular service, for example the third service, find all the people of the center that can deliver that service
2	Find out what events are given by the association on 28/5/2018
3	Send an e-mail to request information about how to enroll a child

Name: Mauro

Surname: Frigerio

Profile: Matteo's dad

Num Task	Task description
1	Find all the services delivered in the Milan centre
2	Given a particular service, for example the third service, find all the people of the center that can deliver that service
3	Find out when the Event3 starts

Name: Mario

Surname: Barilani

Profile: Leonardo's cousin

Num Task	Task description
1	Find out all the medical skills of Matteo Frigerio
2	Find out which locations deliver the fourth service
3	Find out all the services delivered by the Como centre
4	Send an email asking the center how to apply for a position

Name: Francesco	
Surname: Bonvini	
Profile: William's brother	
Num Task	Task description
1	Find out all the methods to help the association
2	Find out when the Event3 starts
3	Find out and read all the informations about Leonardo Barilani

Name: Andrea	
Surname: Bonvini	
Profile: William's brother	
Num Task	Task description
1	Find out all the methods to help the association
2	Find out when the Event3 starts
3	Find out all the services delivered by the Como centre

This are all the results:

Name: Barbara			
Surname: Polvara			
Profile: Matteo's mom			
Task	Time on Task (min)	Task Completion	Comment
1	2	Success	
2	4	Success with assistance	Waiting period
3	3	Success	

Name: Mauro

Surname: Frigerio

Profile: Matteo's dad

Task	Time on Task (min)	Task Completion	Comment
1	1	Success	
2	2	Success	
3	2	Success	

Name: Mario

Surname: Barilani

Profile: Leonardo's cousin

Task	Time on Task (min)	Task Completion	Comment
1	2	Success	
2		Failure	He looked in Locations instead of All Services by Locations
3	1	Success	
4	2	Success	

Name: Francesco

Surname: Bonvini

Profile: William's brother

Task	Time on Task (min)	Task Completion	Comment
1	1	Success	
2	1	Success	
3	2	Success	

Name: Andrea

Surname: Bonvini

Profile: William's brother

Task	Time on Task (min)	Task Completion	Comment
1	2	Success	
2	3	Partial success	Disorientation (he searched in All Dates for Events)
3	4	Success with assistance	Waiting period

Success rate

Scoring 1 point for a success, 0,5 for a partial success o a success with some assistance and 0 points for a failure we have the following success rate:

$$Successrate = \frac{12 \times 1 + 3 \times 0,5}{16} \times 100 = 84,38\%$$

Discussion of results

The users have completed almost every required task in a fair amount of time. There was just one failure because the user instead of searching in which location the fourth service was hosted, the user clicked on Locations instead of All Services By Location.