Homework 8: Usability Testing

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Website: https://www.gamestop.com/

Part 1:

How to test:

- I am going to test by providing user the relevant website on a laptop device.
- I will give user a direct and scenario task to perform.
- I will observe their behavior while performing these tasks.
- I will ask questions from users during the process.

Measuring the results:

I will measure the results using the feedback collected during the course of actions. I will measure the time to complete task and errors occurred while performing it. I will also use John Brooke's System Usability Scale.

Test subject: 1

Direct Task:

"Enter Email and Password to Login. "

Time to complete Direct Task - Less than 1 minute

Errors encountered - Zero

Scenario Task:

"Buy a PS4 game for a kid less than 10 years old."

Time to complete Scenario Task – 3 min

Errors encountered – 2 errors (Went to a wrong page instead of PS4 games, Was not able to find PS4 games for kids at the first attempt)

Questions Asked and Answers:

Question: How is the font size while doing the direct task?

Answer: Font size is too small to read.

Question: Is it easy to find PS4 games?

Answer: Yes, just pressing the video games option gives you choices of all types of systems.

Question: Is it easy to find PS4 games for kids less than 10?

Answer: No, when I reached PS4 games page, I couldn't find anything related to kids.

Question: How did you find PS4 games for kids?

Answer: I had to go to all games page and then select a filter which shows games for everyone. This is an extra step during the process.

John Brooke's System Usability Scale:

Question #	Question	Response	Score
1	I think I would like to use this system frequently	4	4-1 = 3
2	I found the system unnecessarily complex	2	5-2 = 3
3	I thought the system was easy to use	4	4-1 = 3
4	I think that I would need the support of a technical person to be able to use this system	2	5-2 = 3
5	I found the various functions in the system were well integrated	4	4-1 = 3
6	I thought there was too much inconsistency in the this system	2	5-2 = 3

7	I would imagine that most people would learn to use this system very quickly	4	4-1 = 3
8	I found the system very cumbersome to use	2	5-2 = 3
9	I felt very confident using the system	4	4-1 = 3
10	I needed to learn a lot of things before I could get going with this system	2	5-2 = 3
	Overall Score		2.5 * 30 = 75

Summary:

This was an interesting assignment. As I was able to conduct usability testing of a game website with my roommate. I gave him both Direct and Scenario tasks. He had not used the website before. He was able to complete the tasks in decent amount of time. The overall score from John Brook's System also came out to be 75 which is pretty good.

Part 2:

Testing the accessibility of the site:

Tool Used:

A11Y Color Contrast Accessibility Validator
https://color.a11y.com/Contrast/

Description of tool: This is a free to use website compliance tool. It shows the color contrast issues on a website as per the WCAG. It also recommends which colors can be used instead of the colors already being used.

I chose this tool because by just looking at the GameStop website, it shows that it has a lot of colors which can cause problems for people with color disabilities. I wanted to check whether this tool can help in this regard or not.

Results from Tool:

After running the tool on the site, it showed the following problem:

Problems Detected!
Some color contrast issues were found on the webpage tested

Samples of FAILED contrast color-pairs.

Item	Background Color	Text Color	Font	Content	Ratio Failure
1	HEX: #88c9a1 rgb(136,201,161)	HEX: #ffffff rgb(255,255,255)	Family: Montserrat, sans-serif Size: 14px (10.5pt) Style: normal Weight: 700 Line-Height: 16.8px (12.6pt)	66 Now Available 99 ≣ Code Snippet 1	Required ratio: 4.5:1 Current ratio: 1.92:1 Increase contrast by at least 134.38% to pass. ◑ Test Colors 1

As it can be seen that there is a problem with background color and text color. The tool showed this problem which is correct even when you see with naked eye.

The tool also recommends some other good contrasting color options as below:

Samples of GOOD contrast color-pairs.

Item	Background Color	Text Color	Font	Content	Ratio Success
1	HEX: #000000 rgb(0,0,0)	HEX: #ffffff rgb(255,255,255)	Family: Montserrat, sans-serif Size: 12px (9pt) Style: normal Weight: 700 Line-Height: 14.4px (10.8pt)	66 ON ORDERS OVER $35 99 ≣ Code Snippet Pass 1	Required ratio: 4.5:1 Current ratio: 21:1 Contrast passes. ◑ Test Colors Pass 1
2	HEX: #000000 rgb(0,0,0)	HEX: #da362c rgb(218,54,44)	Family: Montserrat, sans-serif Size: 12px (9pt) Style: normal Weight: 700 Line-Height: 14.4px (10.8pt)	66 FREE SHIPPING 99 ≣ Code Snippet Pass 2	Required ratio: 4.5:1 Current ratio: 4.54:1 Contrast passes. ◑ Test Colors Pass 2
3	HEX: #f6f6f6 rgb(246,246,246)	HEX: #000000 rgb(0,0,0)	Family: Montserrat, sans-serif Size: 13px (9.75pt) Style: normal Weight: 400 Line-Height: 15.6px (11.7pt)	66 99 ≣ Code Snippet Pass 3	Required ratio: 4.5:1 Current ratio: 19.43:1 Contrast passes. ◑ Test Colors Pass 3

Summary:

This was a fun exercise as it showed me to how to such accessibility tools and in what ways they help to increase the accessibility of a particular website. The tool that I used was better in a way that it not only shows the problems in a website but will also suggest some nice solutions for the problems detected.

Honor Pledge:

"I pledge my honor that I have abided by the Stevens Honor System."