# NewsAgg Usability Test Report

Date of Report: [11 28, 2014]

Date of Test: [11 20, 2104]

Location of Test: [Boston, MA]

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## Executive Summary

This study was meant to obtain User Interface evaluations and results that will aid in the reconstruction/improvements of the News Aggregation web app. 3 users participated in the study. All users showed up and completed the study. Users were able to perform all 3 tasks without any problems, but had minor suggestions and overall improvement ideas.

## Methodology

### Who we tested

3 participants, having the following characteristics, evaluated NewsAgg.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Audience Type**   |  |  | | --- | --- | | College Undergraduate | 1 | | College Graduate | 1 | | No higher education | 1 | | **TOTAL (participants)** | **3** | | **Computer Usage**   |  |  | | --- | --- | | 0 to 10 hrs. wk. | 0 | | 11 to 25 hrs. wk. | 1 | | 26+ hrs. wk. | 2 | | **TOTAL (participants)** | **3** | |
| **Age**   |  |  | | --- | --- | | 18-25 | 3 | | 26-39 | 0 | | 40-59 | 0 | | 60-74 | 0 | | **TOTAL (participants)** | **3** | | **Gender**   |  |  | | --- | --- | | Women | 1 | | Men | 2 | | **TOTAL (participants)** | **3** | |

### What participants did

The participants individually met with the study facilitator to receive a briefing and explanation that took under a minute to complete. Then, the facilitator observed the participants complete the tasks. No aid was given to the participants, and a short verbal interview was given at the end.

### What data we collected

The only feedback that was collected was verbal feedback and satisfaction ratings.

## Major findings and recommendations

## List major issues

* User interface sometimes extends beyond the screen
* Some articles do not load inside the page
* Map does not show all regions in English, add language support
* Dates are incorrect, change input type
* Map repeats into infinity, articles only appear in center

## Identify solutions

* Create responsive UI elements using SASS/SCSS
* Fix article links by creating a function that escapes special characters
* Change date input type to be text based on user input

## Detailed findings and recommendations

### Introductory Questions & Tasks

*Sample 1. Summary of introductory questions*

|  |  |
| --- | --- |
| Questions | Responses |
| Do you frequently browse the news? | Occasionally |
| Just from looking at this site, what kinds of information do you think you could get from this site? | All participants acknowledged that this website will allow users to find news articles from multiple sources and determine the validity of all sources and their statements |
| Who do you think this site is designed for? Why? | Participants correctly identified general public, as well as potentially avid news readers. |
| Would you use this site? | Only if it were fully functional and reliable. |

### Scenario 1 – Filter the articles by specific topics. First by Science only, then by Military and Ecology only.

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 100% |

|  |  |
| --- | --- |
| Findings | Recommendations |
| All participants were able to complete this task, and stated that it was simple and intuitive. | One participant states that you should be able to select/deselect all topics with one mouse action. |

### Scenario 2 – Select an article from the map, and view it.

|  |  |
| --- | --- |
| Number of participants | 2 |
| Percent successful | 66% |

|  |  |
| --- | --- |
| Findings | Recommendations |
| 2 participants completed the task successfully, and stated that it was easy. 1 participant opened the article in a new tab, and stated it was their own fault for not reading the text. | 1 participant suggested that we allow the user to see the headline of an article on mouse-over instead of mouse-click. Another stated the exact opposite, in that the current setup was preferred and should not be changed. |

### Scenario 3 – Self-Directed Activity

*Now, we’d like to hear about how you might use this site.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 100% |

|  |  |
| --- | --- |
| Findings | Recommendations |
| All participants enjoyed perusing the various news articles, and were successful in viewing any that interested them. | Some suggestions included:  -add a search feature  -add a way to see if 2 cities are related to the same article  -add a way to sort articles by keywords  -add a way to restrain the appearance of an article by geography and keyword combinations |

### Exit Questions/User Impressions

|  |  |
| --- | --- |
| Questions | Responses |
| What is your overall impression to site? | “Pretty awesome, I would use this if it were finished, as my go-to news reference”  “It’s like a one-stop-shop comparison tool all-in-one for news articles!” |
| What is your impression of the map capability? | “It looks good, but it needs an option to turn all of the country names to your native language”  “Looks good, just needs a way to zoom in better on specific areas”  “Loads quickly, but the map is infinite, while the articles are not” |
| Do you feel this site is current? Why? | "This site is the most up to date news aggregation source I’ve ever used”  “Very current, but so far only from a single source: Reuters” |
| What did you like best about the site? | “It allows me to see current events all in one place”  “It adds a visualization twist to global events” |
| What did you like least about the site? | “No pictures, no video, only 1 news source”  “Doesn’t really fit well on my screen”  “No way to search for specific topics” |
| Do you have any other final comments or questions? | “Please finish this so I can use it!” |

*User impressions by participant*

|  |  |  |  |
| --- | --- | --- | --- |
| Participant No. | Like best? | Like least? | Improvements |
| 1 | Map | No images/video | Add images |
| 2 | Map | Doesn’t fit on my screen | Make it responsive/work on mobile |
| 3 | Article Icons | Nothing | Change World Events Icon from a gun to something more friendly |