

Usability Study Volunteer: Katie Krajovic

Age: 23

Gender: Female

Education level: Undergraduate

Major: Linguistics

Technical competency: Competent

Prior experience with similar websites: Yes

Task 1: *Removing a user from 'Spoiled Tomatillos'*

- Scenario: A user with the username "john.doe" has not been following the Community Guidelines, and you wish to remove them. Please remove this user.
- Observations:
 - Started on homepage
 - Went to the search bar, and correctly selected "john.doe" instead of "Jane Doe", and landed on john.doe's profile page.
 - Quickly found the 'remove user' button, and navigated the prompt asking for confirmation of this action.
- Time it took to complete task: 25 seconds
- Post-task questionnaire:
 1. On a scale of 1-5, where 1 is did not complete the task, how difficult did you find the task? **Answer:** 5
 2. What did you find difficult? **Answer:** No difficulties

Task 2: *Changing a movie's year*

- Scenario: You are informed that the year of a movie on your website is incorrect. Please change the movie year of The Shawshank Redemption from 1994 to 2018.
- Observations:
 - Started on the homepage
 - Selected the search box, but due to limitations of the wireframe we used, ended up only seeing options to search for john.doe and Jane Doe again, as in the last task.
 - Struggled with this for a little bit before I prompted her to select a different section of the search box, because we couldn't have two hyperlinks in the same place.
 - Once she had the option of selecting the Shawshank Redemption, she took it and landed on the movie's page.
 - She found the edit page button in the top right, and selected it.
 - She then selected the text box for the movie year, and changed it.
 - She then saved the changes.
- Time it took to complete task: 1 minute and 20 seconds
- Post-task questionnaire:
 1. On a scale of 1-5, where 1 is did not complete the task, how difficult did you find the task? **Answer:** 4.5

2. What did you find difficult? **Answer:** The search box did not bring up movies if you clicked in the right half

Task 3: *Removing a profane review*

- Scenario: You have been informed that there is a profane review written about The Shawshank Redemption. Please remove this review.
- Observations:
 - Started on the home page
 - Quickly repeated the process of navigating to the shawshank redemption page, this time knowing where to click in the search box.
 - Scrolled down the page to where the reviews are, and then scrolled back to the top and selected the edit page button.
 - Scrolled back down to the review, and found the offending review.
 - Attempted to click the 'x' on the corner of the review, but nothing happened.
 - She realized that removing reviews must not be part of editing the movie, and exited the edit movie page.
 - She scrolled back down to the offending review, and attempted to click the 'x'.
 - At this point, again nothing happened, but it should have, the wireframe just wasn't set up quite correctly, so I ended the task.
- Time it took to complete task: 1 minute and 13 seconds
- Post-task questionnaire:
 1. On a scale of 1-5, where 1 is did not complete the task, how difficult did you find the task? **Answer:** 4.5
 2. What did you find difficult? **Answer:** It made sense to go back to the edit movie page to remove a review of it. Additionally, the wireframe didn't work quite properly, so that caused some confusion as well.

Overall satisfaction:

- Overall satisfaction with design on a scale of 1-5, where 5 is the best. **Answer:** 5
- Any other comments? **Answer:** Straight forward, seems legit