

**Usability Study Volunteer:** Richard Yeung

**Age:** 22

**Gender:** Male

**Education level:** Undergraduate

**Major:** Electrical Engineering

**Technical competency:** Very competent

**Prior experience with similar websites:** Yes Rotten Tomatoes and Facebook

Task 1: *Recommending a movie to a friend*

- Scenario: You watched *The Shawshank Redemption* last night and you really liked it, and you want to recommend it to one of your friends. Please recommend the movie *The Shawshank Redemption* to your friend, Jane Doe.
- Observations:
  - Started on home page and was looking for *The Shawshank Redemption* to be somewhere on this page
  - When he realized that it wasn't on this page, he quickly found the search bar at the top of the page and used it to search for *The Shawshank Redemption*, which he then clicked on
  - Once on the movie page, he immediately saw the "Recommend Movie" button
  - Upon clicking on the button, he chose Jane Doe in the drop down and pressed "Ok", and received Success dialog
- Time it took to complete task: 30 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:** Did not find anything difficult
  3. Overall satisfaction with design on a scale of 1-5, where 5 is the best. **Answer:** 5
  4. Any other comments? **Answer:** Found this task very easy and intuitive.

Task 2: *Rating a movie*

- Scenario: Now that you've recommended the movie to your friend, you want to rate it. You loved it so much, so you want to give it 5 stars. Please rate *The Shawshank Redemption* 5 stars.
- Observations:
  - Starting from where he left off from task 1, he did not initially realize he had to exit out the Success dialog from the previous task, and tried to click on the 5<sup>th</sup> star in the average existing rating right below the movie title
  - After realizing the issue and closing the dialog, he once again instinctively tried to click on the 5<sup>th</sup> star in the average existing rating
  - When nothing happened, he then realized there was an Add Rating section on the page
  - He clicked 5 stars here and then immediately clicked the "Post" button
- Time it took to complete task: 1 minute
- 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
2. What did you find difficult: **Answer:** Thought clicking on the average existing rating stars would submit a rating, and didn't initially notice the correct set of stars to rate with.
3. Overall satisfaction with design on a scale of 1-5, where 5 is the best. **Answer:** 3
4. Any other comments? **Answer:** He believes there should only be one set of stars, and clicking on the existing rating stars would show a dialog that says you are about to rate the movie, with the option to add a comment before submitting.

Task 3: *Changing a user's profile picture*

- Scenario: You are unhappy with your profile picture, and you want to change it.  
Disclaimer: You cannot \*actually\* change your profile picture, because this is a wireframe. Navigate to where you would upload a new profile picture.
- Observations:
  - Quickly clicked on the username in the navigation bar and was brought to profile
  - Instantly recognized settings gear on profile picture, and clicked on it
  - Clicked on "Browse" and then "Save" to upload new picture
- Time it took to complete task: 10 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:** Did not find anything difficult
  3. Overall satisfaction with design on a scale of 1-5, where 5 is the best. **Answer:** 5
  5. Any other comments? **Answer:** Found this task very easy and intuitive.