

Usability Testing

Typically, we will select at least 5 people from the target audience, in this prototype project we selected 2 people to conduct our Usability test.

Identify, target audience

Person #1 (Neal Smith) was knowledgeable on FEC Election filings process, and Person #2 (John Edgar) was totally new to FEC Election Filing process.

Created Tasks and Allocate fixed time.

Tasks were defined to achieve the most common user goals

Example tasks:

1. Go the portal URL and login to the web portal
2. Can logout of the portal successfully
3. Select a listing to View/Amend successfully
4. Change a transaction in the receipts listing successfully
5. Delete a transaction in the receipts listing successfully
6. Add a transaction in the receipts listing successfully

We asked both users to perform this testing in allotted time of 15 minutes.

Usability Testing

We could read the same test instruction with the 2 users and observe how they conduct themselves and if they are able to finish the task.

Result Analysis and feedback to team

Since this was a prototype project, we had open discussion on the finding

- How much time it took both to conduct each task
- What was source of confusion
- Was the interface intuitive
- Also noted facial expression

After analysis the usability issues were added to backlog for further prioritization working with product owner