Process Followed

For our usability test, we decided to choose 5 users at random from the general public. The chosen users were of similar age groups, i.e., 20 to 24. Our users were both unlicensed and licensed, i.e., they had no licence or they had either a learner’s or driver’s licence, therefore in both cases had experience with the traffic department. These users were chosen so they would be able to compare the physical traffic department with our website, the Online Traffic Department.

We sat each user down at a computer as each user would need to work on their own. We introduced ourselves as well as explained our system and what we plan to achieve with it. Before we proceeded to testing the website, we provided each of the users with a consent form. The users were asked to read and sign the informed consent form, therefore agreeing to the term and conditions of the study. After the users signed the informed consent forms, we loaded the website for each of them and we then provided each of the users with a document containing the tasks that will be performed during the usability testing.

There were 2 moderators, the one observing 3 users and the other observing 2 users. The session lasted about 30 minutes. While testing, we used notepads and assigned a success ratio for each user, for each task, so that we would have an idea of how well each user performed a certain task. During the session we recorded the screen actions of each user while we monitored their interaction with the website, we also noted down how well they performed each task and whether they had any issues with the website.

For the usability testing, we provided them with dummy login details so they would not have to enter their own personal identification number. After which they would proceed to the homepage. Here, we indicated to the users when and what tasks to perform. The users performed the tasks in order as listed in the following question. Once all the users finish a certain task, we would indicate that they should proceed to the next task. Once all the tasks were completed by all the users, we asked them to complete the satisfaction questionnaire that we have provided them with. After taking in the satisfaction question, we thanked the users for their time.

Tasks Performed By Users

* Users were required to take the learners tutorial. We wanted to see if the users had any problems with taking the tutorial and if they found it to be useful. Another reason is so that they would be familiar with the possible of questions that may be asked.
* User were required to complete the application to apply for a learner’s licence test. This is one of the most important functionalities that the website provides so we wanted to find out how competent they were in filling in the form in a reasonable amount of time.
* Users were required to navigate to the parallel parking video. We wanted to see if the users will be able to navigate to this tutorial, since it is an additional functionality. Instead of the users going to other websites, all they need will be on our website.
* Users were required to complete the application to apply for a driver’s licence test. Like the learner’s test application, this is one of the most important functionalities that the website provides so we wanted to find out how competent they were in filling in the form in a reasonable amount of time.
* Users were required to navigate to the eye test tutorial. We wanted to see if the users will be able to navigate to this tutorial, since it is an additional functionality. Instead of the users going to other websites, all they need will be on our website.
* Users were required to view their personal information. Since a users details are stored on government databases, they won’t be able to edit the information if there was a mistake. If there was, they will know and should then contact the relevant department to make the change.
* Users were required to pay the fine they owe for speeding in Hatfield. We wanted to see of the users will be able to pay the fines on our website.
* Users were required to complete the application to renew their licence disk. Like the previous two applications, this is one of the most important functionalities that the website provides so we wanted to find out how competent they were in filling in the form in a reasonable amount of time.

Evaluation Methods

* Time taken per task. To see how long each user takes to complete a certain task and to determine the average time for users to complete a certain task.
* Screen recording. To see anything that we might have missed at a certain particular moment in time.
* Evaluation forms. To get user feedback of the interaction of the system and to have an idea of the users opinion of the website.
* Observation. So we can analyse how the user interacted with the system and take note of any errors that they might have made.
* Number and type of errors per task, per user. Statistical data to see how successful or unsuccessful each user was in completing each task. And to see the number of users that make the same errors.

Results

Time taken per user per task:

|  | User 1 | User 2 | User 3 | User 4 | User 5 |
| --- | --- | --- | --- | --- | --- |
| Task 1 | < 5 min | < 5 min | < 5 min | < 5 min | < 5 min |
| Task 2 | < 1 min | < 1 min | < 1 min | > 1 min | < 1 min |
| Task 3 | < 1 min | < 1 min | < 1 min | < 1 min | < 1 min |
| Task 4 | > 2 min | < 2 min | < 2 min | < 2 min | < 2 min |
| Taks 5 | < 1 min | < 1 min | < 1 min | < 1 min | < 1 min |
| Task 6 | < 1 min | < 1 min | < 1 min | < 1 min | < 1 min |
| Task 7 | < 30 sec | < 30 sec | < 30 sec | < 30 sec | < 30 sec |
| Task 8 | < 2 min | < 2 min | < 2 min | < 2 min | < 2 min |

Number of errors per task:

Users prefer website to physically going to the traffic department?

Conclusions

Based on the findings of our studies, and from the data we were able to gather, the users found it quite easy to navigate and use the functionality that we implemented through our website. The usability testing was successful as there were minimal problems for the users that took part in the test.

During the usability testing, we found that the users completed the tasks successfully with minimal difficulties. In the first task, for instance, all of the users completed the task in less than the allocated time. Only one of the users did not press the “submit” button immediately after he was done with the learners tutorial. Instead, he waited a couple of seconds before he realised that he was supposed to click. Perhaps the button has to be a bit bigger.

In another task, a user was not quite sure of how to fill in a driver’s application. That was very understandable as there is a lot of text to read on the application and the initial choices determine which section the user needs to fill in on the application. Increasing the font of the application and highlighting the relevant sections to fill in to give hints of how to go about it would make a much better user experience. Another useful feature would be to add a FAQ page so that users would have some assistance for frequently needed information.

The data from the evaluation forms that the users filled in after the usability testing suggested that the users were content with the website and easily completed the tasks that we gave to them. That also suggests that the product meets the users’ needs.

The future versions of the website would not be significantly different as most of the functionality that a user would require has already been included. However, the changes that could be made are to add extra functionality, such as the tutorials that we have provided for the website. Another would be to make the website have the look and feel of a government website.

From the results stated above, we can now conclude that the website does what it was created to do, and all of the users were pleased with the website and they all preferred it to the actual traffic department.

Appendices

Included in envelope.