CARTER LINSCOTT : 2.4 : USER TESTING

USER GOALS :

- Learn more about the projects and work samples of the designer.
- Find the link to the designer's CV and professional network.
- Find the designer's contact information and preferred method of communication.

WELCOME :

My name's Carter, and I'm a User Experience Design student at CareerFoundry. I'll be guiding you through this test. Before we start, I'd like to give you some information about what the test will entail.

I am testing the usability of my portfolio site that I created using HTML, CSS and JavaScript. Remember that it's the site being tested, not you as a participant. You can be as honest as possible because every piece of feedback, positive or negative, will help improve the site.

I'll start by asking you some general questions about yourself and then proceed to give you three short tasks to complete. After finishing the tasks, there'll be a few follow-up questions I will ask.

If you are comfortable, I would like to record the audio of the session. The audio files will help me to analyze the content later on and further improve the website. These recorded files are completely anonymous and won't be used for other projects. Do I have your consent?

If you have any questions during the test, feel free to ask me at any time. Speaking your thoughts out loud as you complete the tasks is encouraged, this will help to create a better analysis of the test. Before we start, do you have any questions?

[Start Recording]

PERSONAL QUESTIONS :

- How old are you?
- What is your current occupation?
- What devices do you use on a day-to-day basis?

TASKS :

When you are ready we are going to begin the task completion portion of the test. I have clicked on the link to open my portfolio, when you take a look at the screen what are your first impressions? What sort of visual elements do you notice? Please feel free to scroll, but refrain from clicking anything.

[pause for response]

Thank you for your feedback. Let's begin with your first task…

1. You are intrigued by the initial look of the portfolio and want to view the designer's most recent project (Vela). Where do you think you can find more information about the project? What was the project about?
2. You've now browsed through all of the designer's projects and are interested in knowing about her former education and experiences. This makes you want to view her CV. Where do you think you can locate it?
3. You have just downloaded the CV and viewed it. The information on it impressed you and would like to reach out and schedule an in-person interview for a position she fits. How would you proceed to find her contact information?

FOLLOW-UP QUESTIONS :

- How was it to navigate the orientation or layout within the website?
- Was there anything you really liked or disliked?
- How did you feel about the personality of the website?
- Do you feel like there is something missing?

- gender : female
- age : 23
- device usage : iphone, laptop, clover,

EVALUATION :

	TASK 1	TASK 2	TASK 3
Wrong Assumptions	None	None	None
Help Needed	None	None	None
Murmurings	A few	None	1
Attempts	1	1	1
Time	2 secs.	1 sec.	1 sec.

FOLLOW-UP QUESTIONS :

- The navigation of the website is very simplistic for the user. I found everything very easily and it all made sense to me.
- I think making the font for "view project" and "skills/tools" larger would make it more noticeable.
- I got a lot of beach vibes from the typography and color choice in your website which matches your project. Great job! I would write more about you in your about page. It's supposed to be about you and your skills.
- I don't think there is anything that is missing. The website looks great, just a couple of design things. Keep going!

- gender : female
- age : 58
- device usage : iphone, laptop, kindle

EVALUATION :

	TASK 1	TASK 2	TASK 3
Wrong Assumptions	None	None	None
Help Needed	None	None	None
Murmurings	1	None	None
Attempts	1	1	1
Time	5 secs.	3 secs.	2 secs.

FOLLOW-UP QUESTIONS :

- Super easy!
- I like how simple it is. Maybe make it more known that the clouds are moving and the sun is changing. It took me a moment to notice.
- It's creative but also very basic, in the sense that you don't have a lot. Considering you're looking for your first job though that is to be expected.
- You can add some more tools and skills or maybe a hobbies section in your CV.

- gender : male
- age : 61
- device usage : iphone, laptop

EVALUATION :

	TASK 1	TASK 2	TASK 3
Wrong Assumptions	None	None	None
Help Needed	None	None	None
Murmurings	A few	None	1
Attempts	1	1	1
Time	5 secs.	2 secs.	2 secs.

FOLLOW-UP QUESTIONS :

- It's generally straight-forward and easy.
- On the one hand I like the simplicity of the layout, on the other hand it's too monochromatic or uniform. The font feels a bit too harsh on the eyes.
- I would include a photograph on the homepage to personalize it more, this would allow me to immediately associate your portfolio with what you look like.
- Similar to what I just articulated above. I would also suggest a tagline.

PARTICIPANT 4 : Bridget Seery

- gender : female
- age : 24
- device usage : laptop, iphone, tablet

EVALUATION :

	TASK 1	TASK 2	TASK 3
Wrong Assumptions	None	None	None
Help Needed	None	None	None
Murmurings	1	1	None
Attempts	1	1	1
Time	6 secs.	2 secs.	2 secs.

FOLLOW-UP QUESTIONS :

- Easy, I like how everything has been spaced out and is easy to view.
- I like your color scheme and I can see where you are going with it, but I felt the header was a bit difficult to read.
- It's fun and inviting but it's also clean and simple which to me reads as organized but playful, which I really like.
- Not really, just a link to your prototypes.

Tanner Schroeden

- gender : male
- age : 26
- device usage : laptop, desktop, iphone

EVALUATION :

	TASK 1	TASK 2	TASK 3
Wrong Assumptions	None	None	None
Help Needed	None	None	None
Murmurings	None	None	None
Attempts	1	1	1
Time	2 secs.	2 secs.	2 secs.

FOLLOW-UP QUESTIONS :

- It was easy to navigate.
- I like the layout of your project page. It helped keep the sections separated.
- Very simple and minimalistic.
- Nah, I think you're all good.

USABILITY PROBLEMS - Jakob Nielsen Scale :

0 = no issue

1 = cosmetic issue : fix only if extra time available

2 = minor usability issue

3 = major usability issue

4 = severe usability issue

ISSUES :		SOLUTIONS :
The resolution of the images need to be higher.	3	Save high-res images and replace photos.
The font size for buttons and lists could be larger.	1	Increase the .em on font sizes.
Suggestion of adding a personal photo to the work page.	0	Do not feel it is necessary.
The color scheme reads a bit too monochromatic.	1	Replace lighter shades with darker ones.
Some sentences have grammar issues.	1	Run sentences through grammarly.

SUMMARY :

The general consensus of information I gathered from my participants was that the layout and orientation throughout the website reads as simple and organized. There were a few minor cosmetic issues that were brought up by multiple participants mainly regarding color scheme and font size that I will take into consideration. However, since these are more cosmetic issues they will be final touch ups. My main priority now is finishing linking up my prototypes, fixing the resolution of my images and adding one more project page.