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| **CSC 310: Human Computer Interaction**  **Usability Evaluation Report Template**  **Dated**  **MM/DD/YYYY**   |  | | --- | | **Prepared By**  **NAMES:**  **SIGNATURES:** | | | |
| Brief Description of User | | << Give a brief description of the user that you selected as a participant. The description should contain the user’s profile/demographic, his/her skill level in using the system/device, and the reasons for selecting him/her. It should *not* contain any personally identifiable information.>> |

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| Process Overview | << Describe the usability evaluation set-up. Include the **complete script**, which should include the questions you plan to ask the user.>> |

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| Transcript | << Provide a summary of what the user did and said, and what you did and said. If at some points you have to help the users, because they cannot figure out what to do, that must be included in your transcript in the order they occurred. It is not necessary to write down every word that the user says, just what is interesting and useful. Be sure to write down all actions on the system/device, whether correct or wrong. Include any notes of what happened along the way. Note: **Do not** turn in your videotape or audiotape, just the transcript. This section has line numbers, which you can use as the references in the next section, or add time codes if you want.>> |

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| Feedback & Critical Incidence | << Record your observations in the table on the following page, based on your observations and notes taken during the usability evaluation  Description of columns in the table are as follows:  *Prototype Screen/Page:*  Which screen of the user interface the user was evaluating at the point of feedback/critical incidence/problem.  *Reference:*  This column should be used to relate an item back to a specific point in the session. The reference can be to a specific line number in the transcript above or a time code.  *User feedback / critical incidence / problem:*  This column may contain :   * Feedback (positive or negative) given by the users, **or** * Critical incidences (breakdowns or problems encountered by users) and/or mistakes committed by users.   *Reason for negative feedback / breakdown:*  Briefly explain the reason for a breakdown or any negative feedback.  *Scope:*  Describe the scope of the feedback or the problem; include whether the scope of the issue is throughout the system/device or within a specific screen or screens. If the problems are specific to a page, include the appropriate page reference.  *Severity (H/M/L) :*  Your assessment as to whether the implication of the feedback is *low*, *medium*, or *high* severity, and the **justification** for that rating.    *Way(s) to rectify:*  Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You MUST include trade-offs to be credible. If you can’t think of some bad trade-off, say so. |

##### **Usability Evaluation Feedback Analysis**

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| **#** | **Prototype Screen** | **Reference** | **User’s feedback/ critical incidence/ problem** | **Reason for negative feedback / breakdown** | **Scope** | **Severity**  (High/ Medium/ Low) and **Justification** for giving that rating | **Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)** |
| 1 | [See Picture 1](#Picture1) |  |  |  |  |  |  |
| 2 | [See Picture 2](#Picture2) |  |  |  |  |  |  |
| 3 | [See Picture 3](#Picture3) |  |  |  |  |  |  |
| 4 | [See Picture 4](#Picture4) |  |  |  |  |  |  |
| 5 | [See Picture 5](#Picture5) |  |  |  |  |  |  |

Picture 1:

<< insert picture 1 here >>

Picture 2:

<< insert picture 2 here >>

Picture 3:

<< insert picture 3 here >>

Picture 4:

<< insert picture 4 here >>

Picture 5:

<< insert picture 5 here >>