[Sprint1] User Experience Testing

1. Purpose

- Test the feasibility and friendliness of the modified interface after the end of the sprint1 stage according to the heuristic rules.
- The results of the test will help us to reflect on the review.
- The development team will modify and optimize the layout and other issues that appear according to the recommendations in the report and keep those designs that have good user feedback.

2. Method – Laboratory Usability Test

Introduction
- Both the observer and the tester are located in the same physical location.   - The tester will be assigned one or more tasks to be performed.   - During the execution of the task, the observers remained silent.   - The role of the observer is to monitor and test the behavior and expression of the personnel   - Based on the results of the observation, the observer needs to write a test report.

The two reasons for choosing this method are as follows
- Because the project requires a large number of complex deployment steps, it can run successfully. Therefore, using this method can save volunteers' time, because testers can directly operate on the deployed computer.   - No need to worry about any problems caused by network delays or stuck.

3. Role

Role	Member	Responsibility
Observer	Yicun Tian YITING WANG	- Set up multiple tasks for the tester. - Observe and record when the tester performs the task. - Based on the observation results, write the testing reports.
Tester	- Mary - Perter - Chris	- Operate according to assigned tasks and with the help of observers. - And after the operation is over, complete the feedback survey.

4. limitations

- Since the project is completed by multiple teams, in order to complete the test, the back-end and database are required to complete their work.
- But because they have some bugs that have not been fixed, for the time being, some functions cannot be used during testing.
- But this test will focus as much as possible on the test of the website layout design
- The tasks set in the test are focused on the functions updated in sprint1, rather than the functions that existed in the previous system.

5. Task

ID	Aim	Index	Description
1	Test the processing of the **article module**	1.1	Browse other student's articles and make comments or processing. This processing mainly means that testers can customize according to their own expectations.
		1.2	You can add articles to any subject you want to add and do any custom processing on the display of the article.
2	Test the handling of the **profile interface**	2.1	Set and modify the username. Update the information on the personal homepage such as an avatar.
3.	Test the completeness of the **search function**	3.1	Successfully searched out the desired website or subjects. Can you find meaningful information from the search results

		3.2	Customize the layout and display processing of the search results according to your expectations
4.	Test the completeness of the **help and document**	4.1	Users can find useful information from the website and solve the problems encountered by themselves. For example, if testers cannot successfully modify their personal information, can they quickly find a solution in the interface?

6. Result

ID	Mood /Expression	Steps performed	Feedback
1.1	unhappy	1. Click subject to start browsing the list of articles 2. Select the article of interest and start reading 3. Doubts about the article, start to write reviews in the "discussion board" 4. After writing a paragraph, all manually deleted, and then start to edit 5. Wait for 2 minutes to publish successfully 6. Under other people's comments, click the "like" button 7. After thinking carefully, I clicked the "like" button again	I really like the function of the discussion board. But I think there are two parts that confuse me. First of all, when I was writing a comment, I thought my opinion was written in the opposite direction, so I tried to find a reset button, but there was no such function, and I was forced to delete it manually. Secondly, when I liked someone's article, I easily found the "like" button, but after thinking about it, I wanted to cancel the result of the like, but I couldn't find the cancel button, so I tried By clicking the "like" button again, I hope it can cancel my like. But I found no results. Therefore I don't know how to cancel.
1.2	Confused and Anxiety Happy	1. Log in to student account 2. Browse repeatedly on the HOME page 3. Try to search in the navigation bar 4. Change to an administrator account 5. Click subject and find the button "create an article" 6. Add title after the click the button 7. After jumping to the interface, start adding article content to the page 8. Bold the title of the article and set the font 9. browsing other options and post	Therefore, I cannot add articles on the registered student interface and cannot find the specified button. I tried to search in other interfaces, but still no results. However, it is possible to use the administrator account. When the article was added, I was very happy to be able to modify the format like "word". But not very flexible.
2.1	unhappy	1. For the registration interface, enter "chris714" 2. Manually delete the content and re-enter "goodmanchris" 3. Click the button " register" 4. Click on the profile picture in the upper right corner of the navigation bar and select profile. 5. After browsing for a long time 6. Update contact information 7. Update avatar 8. exit the interface	Why doesn't the website set a button to clear my wrong input, but must I delete it manually? Then I can't reset my username, I think this experience is too bad. But the naming of the profile made me know without hesitation that this interface is the interface I was looking for. For other update information, I think the settings are good, and the modified buttons are easy to find.
3.1	A little confused	1. After successfully logging in, search for the subject's name in the search box of the navigation bar 2. Wait a while 3. Re-enter the name of the subject in the search interface 4. Re-enter "hlelo" in the search interface 5. Re-enter "hello" in the search interface	I am confused why nothing happens when I search for the subject's name in the search box of the navigation bar. When searching in other places, inputting the subject name still has no results. Secondly, when I made a spelling mistake, there were no hints or suggestions for modification. I feel that many operations during this experience puzzled me.

3.2	Very happy	1. After successfully using the keywords of tags to search for information. 2. Click the tags button to start browsing.	I am very happy that the website can filter the information I want. Because I only want to search based on tags, after clicking this button, I can do it easily.
4.1	Happy	1. View the navigation bar 2. Click "FAQ" 3. Browse the card 4. Follow the steps to modify your profile picture.	When using other websites, I often find help documents or the "FAQ" interface when I encounter problems. This time I found it quickly in the navigation bar. After clicking, I found a solution to the problem. I think the design is very useful.

7. Suggestions

The purpose of this test is to satisfy users, mainly focusing on the following 10 Usability Heuristics of the system:

ID	Usability Heuristics	Description	Aspect	Testing Result	Evaluation
1	**Visibility of system status**	The design should always allow users to understand what is happening through appropriate feedback within a reasonable time.	**Present feedback to users as soon as possible** (ideally, immediately)	Excellent & Maintain	When a user submits a comment on an article, after clicking "POST", if the comment is waiting to be published, the change button will change to a "waiting" state.
2.	**Match between system and the real world**	The design should speak the language of the user. Use words, phrases, and concepts that are familiar to users instead of internal terminology. Follow the conventions of the real world and make information appear in a natural and logical order.	**Make sure that users can understand the meaning of the words** that appear in the interface without having to go to their definitions and explanations.	Excellent & Maintain	The user can clearly understand what happens after clicking each button. In other words, the settings of the system and the user's understanding are consistent with the text on the button.
			Whether the **layout** of the information in the website conforms to people's conventional understanding	Excellent & Maintain	The layout of the website satisfies the user's regular habits. For example, the navigation bar is at the top of each interface. For example, the search bar is in the navigation bar, not on the side.
3.	**User control and freedom**	Users often perform operations incorrectly. They need a clearly marked "emergency exit" to exit unwanted operations without performing the expansion process.	**Support undo and redo**	Improve	The system should provide a cancel and reset button when the user registers. Similar designs should also appear when writing articles or comments. To ensure that users can quickly empty content they no longer need.
			Show a clear way to cancel and exit the current interaction, such as the "Cancel" button	Improve	The system allows users to comment on articles by clicking on "bookmark" and "like" when browsing other articles. But the system should also clearly let users know what to do if they want to cancel the evaluation. For example, set a "Cancel" button.
4.	**Consistency and standards**	Users don't have to doubt whether different words, situations, or actions mean the same thing.	The **structure** of each interface remains **consistent**.	Excellent & Maintain	The structure of each interface in the system is the navigation bar that appears at the top. Then followed by the body part of the interface.
			Keep the **font** of each interface **consistent**.	Excellent & Maintain	The font and color of each interface in the system are kept consistent. Mainly use black, white and blue.
5.	**Error prevention**	The best design must first carefully prevent problems from occurring. Either eliminate the error-prone conditions or check them and provide the user with a confirmation option before performing the operation.	**Avoid slipping** by providing useful constraints and good defaults	Excellent & Maintain	In order to ensure that the user can successfully register and log in, the system will prompt the user to enter the school's mailbox instead of other content when registering.
			Prevent high-cost mistakes, and prevent small frustrations.	Improve	
6.	**Recognition rather than recall**	Minimize the user's memory load. The user does not have to remember information from one part of the interface to another. The information required to use the design (such as field labels or menu items) should be visible or easily retrieved when needed.	Let people recognize the information in the interface **without having to remember ("remember") it**	Improve	The system should help users remember some necessary information. For example, the system needs to add breadcrumbs to the page to help users record their path information.
			Reduce the information users must remember.	Improve	

7.	**Flexibility and efficiency of use**	Shortcuts that are unknown to novice users can speed up user interaction so that the design can meet the needs of inexperienced users as well as experienced users.	**Provide personalized settings** by tailoring content and functions to individual users.	Excellent & Maintain	When users use the search box to search, they can use filters to customize the way the data is displayed.
			Customization is allowed, so users can choose how they want the product to work.	Excellent & Maintain	
8.	**Aesthetic and minimalist design**	The interface should not contain irrelevant or rarely needed information. Each additional information unit in the interface will compete with the related information unit, thereby reducing its relative visibility.	**Don't let unnecessary elements distract the information users really need.**	Excellent & Maintain	The system does not provide unnecessary information on any interface.
			Keep the content and visual design of the UI focused on the elements.	Excellent & Maintain	The system presents important information at the top of each interface, that is, users do not need a scroll bar to get the information they expect.
9.	**Help users recognize, diagnose, and recover from errors**	The error message should be expressed in simple language (in the absence of an error code), accurately point out the problem, and constructively propose a solution.	the system can **identify spelling errors** caused by the user's human causes.	Improve	The system should detect spelling errors of commonly used words. For example, when the user enters "hlelo", the system can recognize that the user may expect to enter "hello".
			The system can **prompt the user with an error message.**	Improve	When entering keywords in the search box, if the user has a spelling error, the system should prompt it in time.
			Error messages are displayed in a special text format, such as bold and red text.	Improve	The system needs to be more prominent when prompting users for information. For example, use red to mark errors identified by the system.
			Provide users with solutions, such as shortcuts that can solve errors immediately.	Improve	After the user clicks the "search" button, if the correct result cannot be retrieved due to spelling problems, the user should be prompted to spell correctly, and the interface jumps directly after the user clicks the modification.
10	**Help and documentation**	It is necessary to provide documentation or instructions to help users understand how to complete their desired tasks or problems encountered	**Make sure there is help and documentation.**	Excellent & Maintain	FAQ interface exists.
			Ensure that the help document is easily found by users.	Excellent & Maintain	The FAQ set in the navigation bar can help users quickly navigate to this interface when they need to browse the help documents.
			Ensure the integrity of the help documentation, such as clearly listing specific steps.	Excellent & Maintain	The FAQ interface uses the card form to introduce in detail the problems that users may encounter when using the system. And it lists the steps of each step in detail.