User Testing

Christy Chan

User Testing Criteria

User Goals

- View work samples
- Learn more about my skills and background
- View my resume
- Connect with me on LinkedIn

Target Users (5 Participants | Remote Moderated | <30 minute sessions)

- **Age:** Ideally 20-40
- **Technical Experience:** Own a smartphone, preferably know how to operate a computer to browse the internet
- **Device:** Smartphone/Computer
- **Profession:** Works in product or an IT company

Intro Script

Hi,

Thanks for taking the time to participate in this usability test. My name is Christy, I'm an UI/UX designer and I'll be guiding you through this test. Before we start, I'd like to give you some information on what to expect during the test. Today, we want to test a portfolio site and see what we can improve on. It is the site being tested, not you! During the tasks, I would like you to speak out loud your thoughts so I can better understand the interactions between you and the website. You can be as honest as possible because every piece of feedback, positive or negative, will help us improve the site. First, I will ask you some questions about your apps and website usage. After that, you will receive 5 short tasks to complete. Then there will be a few follow-up questions after each tasks. This test will be recorded to help me analyze the content later on and further improve the website, and these recordings are completely anonymous and won't be used for other projects. Do I have your consent to record our session? [Send over the consent form] … Thank you!
If you have any questions during the test, feel free to ask me at anytime. Do you have any question before we start?
Great, let's begin!

[start recording]

Questions

Personal Questions:

1. Tell me about your technical experience. How many devices do you use on a regular basis?

2. What is your preferred device when viewing a website?

Follow Up Questions:

1. How was that experience?

2. Was there something you liked or disliked?

3. Do you feel like there's something missing?

4. Any other comments on that interaction?

Scenario & Tasks

You're a Hiring Manager at a Tech company and are looking to expand your design team with a UX/UI designer. Christy applied to your opening. You'd like to review Christy's portfolio website to see some of her past work as well as get a sense of her background, skillset, and design process.

1. You clicked on the link to her portfolio. Explain your first impression of the website?

2. One of her project looks interesting to you. Where can you find more information about the project?

3. You've browsed through her projects and you want to know more about her. Where can you find that information?

4. After understanding her background and skills, you want to see her resume. Where can you find that?

5. You are impressed at her skills! Now you want to reach out and connect with her on LinkedIn to share the current job opening with her. How might you proceed?

Michael Kai (34 y/o, Virginia USA)

Background:

- UX designer/student/CF
- Owns a macbook pro, desktop and a smartphone
- Prefer using his desktop when browsing the internet

Follow Up Questions/Feedback:

- I like the overall look of the site, it's simple and easy to use
- I really like your mockups
- Some more interactions would be nice
- Text could be hard to see

Notes:

Scenario 1 (First impression)

- Clean layout, like the buttons and color
- Scrolled through page from top to bottom and glimpsed at overall site

Scenario 2 (Learn more about case study)

- Clicked on the button immediately without hesitation

Scenario 3 (Learn more about Christy)

- Scrolled all the way back up to access navigation (2.5s)

Scenario 4 (View her resume)

- Accidentally closed page after viewing resume

Scenario 5 (Reach out and connect)

- Easy to find

Sebastian Melgar (26 y/o, Texas USA)

Background:

- UX designer/student/CF
- Owns a laptop and a smartphone
- Prefer using his laptop when browsing the internet

Follow Up Questions/Feedback:

- Like the simplicity
- Like the logo but the name is a bit small

Notes:

Scenario 1 (First impression)

- I like the layout and your logo
- Asked if I drew it

Scenario 2 (Learn more about case study)

- Like the purple color and the contrast

Scenario 3 (Learn more about Christy)

- Scrolled all the way back up to access navigation
- Expected a scroll back top button or something to navigate

Scenario 4 (View her resume)

- The text on the button became the same color as the button itself

Scenario 5 (Reach out and connect)

- He clicked on my actual portfolio and liked it a lot
- Asked for the link to view later

Haley Moon (24 y/o, Boston USA)

Background:

- UI designer/student/Springboard
- Owns a laptop, IPAD, desktop and a smartphone
- Prefer using her desktop when browsing the internet

Follow Up Questions/Feedback:

- Very simple I like it
- Commented on the label "Work" on my navigation, suggested to use "Project" or "Case study"
- I want to play with the prototype

Notes:

Scenario 1 (First impression)

- I like how simple this is, but I'm not sure if the animation fits in well with everything

Scenario 2 (Learn more about case study)

- The CTA is clear
- The images are hard to see sometimes and some of them are way too big

Scenario 3 (Learn more about Christy)

- Fix the header so users don't have to scroll all the way back up

Scenario 4 (View her resume)

- I like the design of your resume

Scenario 5 (Reach out and connect)

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Jonathan Chan (35 y/o, California USA)

Background:

- Data Analyst/10 years exp
- Owns a laptop, gaming desktop and a smartphone
- Doesn't have a preference

Follow Up Questions/Feedback:

- Easy to read
- Suggested to add a line under the contact section in the case studies
- Wish the WOW app was real that'd be cool

Notes:

Scenario 1 (First impression)

- Everything is simple and easy to see, no unnecessary distractions
- Commented on the World of warcraft app because he used to play the game too

Scenario 2 (Learn more about case study)

- Image sizes are inconsistent
- Tried clicking on an image to enlarge it

Scenario 3 (Learn more about Christy)

- Dislike the navigation being all the way on top and no other navigation on the bottom

Scenario 4 (View her resume)

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Scenario 5 (Reach out and connect)

- I want to see your email so I can copy and paste on in my gmail, but I can't do that here

Ridge Hamilton (26 y/o, Sacramento USA)

Background:

- Banker/6 years exp
- Owns a laptop and a smartphone
- Prefer using her phone for everything, rarely use her laptop

Follow Up Questions/Feedback:

- I love the cover photo for your projects
- Loves the entire site, no negative comments at all even I tried to ask for one

Notes:

Scenario 1 (First impression)

- Love the entire site, can't wait to see the content

Scenario 2 (Learn more about case study)

- Loved the Localife UI design and color theme

Scenario 3 (Learn more about Christy)

- Excited that she learned something new about me

Scenario 5 (Reach out and connect)

- She doesn't have a Linkedin

Usability Testing Report

Severity Rating	Usability Problem	Recommendation
4	"Download my resume" button and text became the same color after click	Fix visited state in css
3	Images size within case studies are inconsistent, some are too big, some are too small to see	Create different image containers in css
3	Users had to scroll of the way back for navigation	Add a scroll back to top button or fix header for desktop
2	Text is hard to see in case studies	Change font or resize
2	Accidentally closing site after viewing resume	Open new tab for the resume

Future Iterations:

- Add a list of projects at the bottom of the screen or a button to view next project
- Hide navigation when user is scrolling down, reappear when scrolling up
- Clickable prototype within case studies