

Usability Tests Scenarios and Documentation

Test 1 Sign Up

Create a profile with the given information and then login:

email: temporary email

password: WapwPt4hb55t*

Name: Your name

First name: Your name

Address: Your address or Mainstreet 33, 3089 Gotham

Test 2 Find an event

Find an event that:

Offers baking around Zurich. You need a dessert caterer for your event.

Test 3 Login and Offer your event

Login credentials if needed:

Email: Temporary email

Password: WapwPt4hb55t*

You want to earn money with the mostly unused barn your grandfather (Riverroad 7, 4440 Inthefields) has, so you offer it as an event location. You expect to earn about 1000 CHF per day. The barn is always empty except for Friday night. That's when you and your friend have a drink and play games. The barn has a bar and a capacity for about 60 people. You love the atmosphere the barn has. It is rustic and charming. Unfortunately you don't have a picture of the barn.

Test 4 Reset password

Reset the password of your account.

Your email address: temporary email

Your new password: uBern19/

Test 5 Delete your service

Delete your only event service offer

You moved to Zürcherstrasse 128, 3032 Bern so please change your address in your profile.

Login credentials, if needed :

Email: Temporary email

Password: uBern19/

Test 6 About Us

You are not logged but you still want to know who we are. Please look for those information and let us know when you have found it and whether it would be possible for you to get in touch with us.

Test 7 Order 2 Events

You are planning a birthday party on the 12 of December 2019 (Thursday) for which you need a clown and a caterer with Italian Food. You don't know the exact time yet but you want to ask the caterer whether they offer gluten free pizza, because you have 2 guests that need gluten free products. Also your party will be around Bern. Please try to order those two services.

In case you need to login

Email: Temporary email

Password: uBern19/

Test 8 Create Event

In case you need to login:

Login credentials:

Email: Temporary email

Password: uBern19/

You are absolutely passionate about playing the piano. So you want to offer your skills for any kind of event. You are able to play jazz and lounge music as well as actual pop music. You thought that 150 CHF per hour is enough. Because you are talented and you have the equipment to perform in front of 150 people. But since you love your expensive equipment so much only indoor places that are not humid are possible for you. Also you live in Geneva but you have a truck so you can be anywhere in Switzerland for the event.

And since you were asked to bring food this Saturday for a party, but you are a horrible chef you look for a cheap caterer that has various dishes and is around Geneva or able to cater to Geneva.

Test 9 Find event service

In case you need to login:

Login credentials:

Email: Temporary email

Password: uBern19/

You are looking for a photographer for a wedding that you are planning. The price range is around 100 to 400 CHF per hour and the person needs to be available on a Sunday (26th of January 2020) around Lucerne. All you want is to get an offer and also ask, whether the photographer would be willing to stick to the given dress code.

Find the service and try to book it.

Test 10 Sign up and book an event

Create a profile with the given information and then login:

email: temporary email 2

password: ESEUnibern22

Name: Your name

First name: Your name

Address: Your address or Somestreet 33, 3089 Lugano

You are looking for a barn to rent. Preferably in Ticino for a Friday night. If you find an offer, please book the service.

Documentation:

We had 3 testers, that is why we had three times test number 1. The first test was done on a different older laptop, therefore could not be recorded. It confused us a bit that there were 3 testers.

Test 1

Sign up has been easily found. Tester filled in the whole form using tabulator he found it not so intuitive. Password was supposed to be equal but in this case was not but tester could sign up nevertheless. Email sent and clicked on the link. But the link was not opened properly so the user did not get verified and had to try again.

Login went well found button easily.

Improvements Test 1

Make sign up form more intuitive

Make sure button can only be clicked when passwords are equal

Inform the user that the link should be opened in a new tab or implement it

Test 2

Tester looked for desserts in text search and zurich in city. But no results were shown. Tester tried with baking only in text search and again the same result.

It was unclear that Gastronomy equals food. Also the service was not found because Zurich was written with a small z instead of a capital Z. Also tester mentioned that it confuses him that the loading bar is behind the search and that the service cards should hold more information.

Improvements Test 2

Make sure user understands that Gastronomy equals food.

Make the city search independent of capital letters.

Get the loading bar of search to the front.

Improve the service card

Test 3

Logout button was easily found. Even though he mentioned that it is not that intuitive. With the current sign it is not obvious that it is the logout button. Login worked fine but he seemed a bit unnerved by the pop up saying "Congrats you are now logged in". The tester started to look on the home page where he could add an event but couldn't find it (it wasn't there) so he went to profile and found the create event service button. Also the categories seemed to confuse him a bit. Typing in the rest went well until he got

to the capacity where he was unsure since there was no number saying 60 only 50 and 75. The tester decided on 75. When he came to the weekdays he seemed a bit confused because he had to scroll.

Improvements Test 3

Change log out icon

Change pop up saying "congrats you are now logged in"

Make an add button when logged in on start page

Make categories overview easy

Test 4

When logged in the tester was unsure where he could reset his password. So he went back to the login page (being logged out) and looked for it there. But there as well he could not find it because it only appears if you enter a wrong password that is not empty. The tester first entered no password at all but the system got in an infinity loop. After this he has found his way quite well.

Improve Test 4

Make reset password a button or similar so it is easy to find and also that it is easy to find without needing to type anything into the password part of the login.

Make sure empty passwords don't end in infinity loops

Test 5

Tester was a bit confused by the delete profile button before he found the delete icon for an event service. Deleting and updating went well. Also he mentioned that delete and update profile belong to the same thing, so the arrangement of the buttons is a bit confusing right now.

Improve Test 5

Structure the profile page better maybe make different site for services or split it in parts. So the delete buttons can not be confused and the update and create button can not be confused either.

Test 6

The tester looked for the information but didn't scroll all the way down. Once he did, he found it very quickly.

Improve Test 6

Seems to reasonably well but footer is covering part of the page that has to be seen. Adapt the footer.

2. time Test 1 (because we had to switch laptops)

The tester found the sign up page really well. But then entered only special characters and numbers as first and last name or basically everywhere he could. He entered a ZIP that should be 4 numbers but the line turned green, it could be that it did turn green because of the city being ok. In a way that it overwrote

it. Nevertheless the sign up worked. It seemed the tester did not read the pop up telling him to check his mails. So he tried to login but it didn't work so he read the message there saying please check your emails. So he checked his mail and verified himself by clicking on the link in the email. Login after this went well.

Improve 2. Time test 1

Control all the input fields in the front. And make sure the user is unable to sign up unless all the given data is ok.

Consider making the sign up pop up shorter.

Test 7

The tester was already logged in. He started to look for clown in the text search. It looked like he expected the results to change instantly. He found the results and was able to open the detail page. But it seemed that he wanted to check where exactly he has to click in order to open the detail page. He told us that the way we display the availability is ugly. Finding the offer button was no problem, but of course it is ugly that the picture does not work yet. The tester didn't order the service as expected, even though the button was found. He went back and started to look for the Italian food. He clicked on the availability filter and seemed a bit confused with the first dot that is just empty. He also told us that using a calendar might be a good idea and showed us that ionic is really helpful when it comes to calendars. He then started to look for events in Bern on a Thursday. But when he looked for "bern" nothing showed up. No until he typed in "Bern" with an capital letter at the beginning. Then he started to look for Italian food but with the filters Thursday, 12 people and city: "Bern" and "Italian" no results where shown. Then he deleted the 12 at number of persons and tried again. Same result. It confused him since according to the test there was a service to be found. He then deleted the city filter and still no result came up. Which was also unexpected for us. Then he looked for location and city "Bern". Again no result. But as we later on realized the reason why he started to look for location in Bern and not Gastronomy in Bern was that for him Location was where the event will happen but what we actually meant with location was venue. We then told him that he should try to look for Gastronomy and Zollikofen since Zollikofen is close to Bern. We didn't really understand why he started to look for music in Zollikofen and then in Bern because there was no music mentioned in the test case but we thought he might just try the search out. When he tried Gastronomy and Zollikofen (and deleted Thursday) the service eventually showed up. He told us that there should be something like a home button behind the logo. He then went to the profile page. Again we were unsure why. But when we told him that he is supposed to order the clown and Italian food service he went back to the search page and opened the detail page. That's when we realized that we made a mistake because the clown is only available on Fridays and that's why it could not be found before. We are sorry for our mistake. He was able to send a message and a time and date. And tried it out a couple more times. It was obvious that he tried to spam us and he even said so. We told him that he also spams himself. He looked at the received emails and went back to the Eventdoo website. He told us that the back button is in a weird place, because it is on the right side.

The tester then explained us that our search is suboptimal because at the moment we load all the data we have in the database and display it. What we should do instead is use pagination, so that we only request the first 50 or so results. Also Angular is helpful when it comes to filters. He also suggested that our search should be dynamically in way that the user types in and the results already get loaded before the user pressed enter or clicked on the search button. He also said that the search button should be triggered by enter.

Test 7 to improve

Consider making search loading dynamically.

Make the whole card of a service “clickable”.

The availability in the detail page has to be changed

Fix displaying the picture

Change the empty dot in availability to all weekdays .

Consider using a calendar instead of weekdays, since this might be more intuitive for the user.

Change the search in city so it is independent from capital letters.

Make sure the search works in a way it should.

Change location to venue.

Let the user know that he should consider looking at places around the city he is looking at or let the provider know that even if he doesn't live in the city but is able to offer his service there he should type in the city as an address. Or if given there is still enough time try to use/implement a map.

Also make sure the user understands that Gastronomy means Food basically.

Make logo a home button.

Think the offering process over because of spam.

Try to use page ignition

Consider making search dynamically.

Change the location of the back button or delete it.

Test 8

He went to the profile page and was able to open the create event service page right away. I realized that general information might be misleading because there is no next site. The tester entered any kind of letters and characters he wanted. He entered random information, not according to the test scenario. He tried to create a service without a description. We realized it might be misleading that special requirements is above description even though description is mandatory and special requirements is not. It did not work because the description was missing. It confused the tester a bit. He mentioned that that the button should not be there if you haven't filled out everything. He had to go back so he reloaded the user profile and for some reason logged out. He browsed the page a bit and explained that our URL is semantically not correct.

Test 8 to improve

Consider deleting the General Information in title in the create event service page.

Test the input in the create event service page and test it so he can only push the button when everything is ok. So when he clicks the button the service is actually created and he does not need to go back and do it all again because the button did not work.

Change the order of special requirements and description

Consider changing the URL if given enough time left.

Test 1, 3rd time

The tester signed up. He entered a string as a house number. He tried to enter a password but he couldn't just start it and then add some parts. It would always be overwritten. He said he would prefer, if it stayed the way it is and you can just add some parts. Otherwise signup worked well. He tried to verify the email address, but it confused him that it only worked if you opened that link in a new tab. He

suggested opening the link in a new tab. Login was uneventful, he had to copy the email address again. Once he logged in he mentioned that the pop up is a bit annoying because you expect to be logged in. He suggested we should make it a 3 second banner.

Test 1, 3rd time to improve

Change house number to number with 1 character

Consider changing password in a way that it does not get overwritten when you click on it.

Open the link in a new tab.

Change "Congrats you are now logged in" to a temporary banner.

Test 9

He started to look for a photographer using the text search. He said it would be nicer if you could hit enter instead of clicking on the search button. Opening the detail page was no problem. Filling out the message as well as date and time neither. He said it would be nice if you could pick the date in the offering form. Sending the offer was no problem. The tester told us that our form is sticking too much to the sides of the screen but he liked the banner saying the offer was submitted. He went back to the search page but seemed irritated by the place of the back button.

Test 9 to improve

Make search button being pushed when enter is hit.

If given enough time let the user pick the date in a calendar

Improve styling of the offering page.

Change place of back button or consider deleting it.

Test 10

Since he was already signed up he started to look for service right away. He looked for Ticino in the city search field but couldn't find anything. Then the tester went to the profile page and struggled a bit coming back to the search page. Afterwards he started looking for Barn in Ticino still with no result. When he deleted Ticino a card was shown but not completely. He was able to open the detail page and get the service ready to be requested.

Test 10 to improve

Make the logo a home button

Make sure loading works

Conclusion

There are really a lot of things that could be improved. We are not sure how much we will actually be able to improve, but we will give our best. Things like do not accept garbage as an input, make sure passwords are equal are considered important and should be fixed first. Whereas things like our semantically incorrect URL are considered least important, because it does not affect the user experience. Our goal is to improve as much as possible and test next week again, just for us with some friends, that haven't seen the Eventdoo page yet.