Michael Levinson – Lab 9 Usability Review (Steve-Krug Style Evaluation)

Questions:

1. **What role does Michael Levinson have on this website?**
   Answer: Developer
   Had Issues: ☒   No Issues: ☐
   Struggled to find the Support page which had my name on it

2. **On the page which has the 2nd "View My Card" button what is the MetroCard number of the image on the left of it (green pointer)?**
   Answer: 1234567898
   Had Issues: ☒   No Issues: ☐
   Text was a bit too small to read

3. **What balance does your MetroCard have?**
   Answer: 10.50
   Had Issues: ☐   No Issues: ☒

4. **How much do you need to pay when you click on the "1 Ride" button?**
   Answer: 2.75
   Had Issues: ☐   No Issues: ☐

5. **What is your "Order Type"?**
   Answer:
   Had Issues: ☐   No Issues: ☒

6. **Upon filling out the Billing Information form were there any issues or none at all?**
   Answer: No
   Had Issues: ☐   No Issues: ☒
   Confused the user because after clicking submit a success alert popped up but the popup field for name said to fill out the field.

7. **What type of support does the website offer?**
   Answer: Navigation
   Had Issues: ☒   No Issues: ☐
   Could not differentiate the drop-down menu on Support (Also the same on the expiration date tab).

8. **What card does this site feature?**
   Answer: MetroCard
   Had Issues: ☐   No Issues: ☒

9. **Does the MetroCard number match the one you have entered on the MetroCard information tab?**
   Answer: Yes
   Had Issues: ☐   No Issues: ☒

10. What is the default MetroCard Expiration Date on your card?

Answer: 5/10/2020

Had Issues: ☐   No Issues: ☒

Note: My mom tested it and she is more visually impaired than me.

Gregory Ross

Lab 9: Steve Krug Evaluation

Questions:

1. **What is E-Card?**

   User understood the purpose of an E-card and the goal of the site regarding MetroCard as it was the first thing she saw on the home page.

2. **For how many days is MetroCard#1234567890 unlimited?**

   User immediately noticed days in which the card was unlimited. Stated 7 days.

3. **When does MetroCard #1234567890 expire?**

   User could accurately tell the card expiration date.

4. **How much money is on MetroCard #1234567890?**

   User could accurately tell the card balance and stated $10.50.

5. **How much do 10 rides cost?**

   User did not recognize how much 10 rides would cost until they understood selecting one of the price buttons would display the price.

6. **How much is a 30 Day Unlimited MetroCard?**

   The user gave the correct price of $127.00 for a 30 day unlimited.

7. **Add $20 to MetroCard #1234567890, what is the order type?**

   The user correctly identified the order type as Cash Amount.

8. **What is the Final Balance of MetroCard #1234567890?**

   The user read the label "Final Balance" and the amount of $30.50.

9. **What if you changed your mind, and you want to add 10$ to the same MetroCard, what should you do?**

   The user suggested reentering the MetroCard info by pressing the My Card tab because the site lacked a back button.

10. Fill out the billing form and submit it, did you have any issues?

The user understood what was required of each of the billing inputs.

11. What can you contact support about?

The user identified the input box and its label. They then accurately stated feedback and questions as the things you can contact support about.

12. Who are the developers of E-Card?

The user didn't understand the purpose of the developers and contact info and asked if a the input from the support page would go to a particular developer. Also asked which one would be suggested to contact.

The user seemed to navigate the site with ease and understood the information the site was providing. I believe this was due to the sites clarity and the users familiarity with certain with certain elements such a billing form fields. The user felt the site was slightly repetitive and inconvenient due to the need of them repeating a process that could've been handled with a button. User also seemed to find the developer info unnecessary for users who want to just submit support request.

Lab 9: Steve Krug Evaluation – Individual Write Up by Katie Solokhina

Questions:

1. **What is E-Card?**
   User suggested an about us page to explain what e-card is because that is where she expected it to be but then read the home page and found a brief explanation there, that it allows you to check your MetroCard balance and add funds to your MetroCard.

2. **For how many days is MetroCard#1234567890 unlimited?**
   User did not have a problem navigating to the "My Card" page and inputting the number and finding the answer to be 7 days.

3. **When does MetroCard #1234567890 expire?**
   May 10, 2020 - user did not have problem finding this answer.

4. **How much money is on MetroCard #1234567890?**
   $10.50 - user did not have problem finding this answer.

5. **How much do 10 rides cost?**
   User suggested to add a monetary value to the options that don't claim how much they cost until they are actually clicked, with an actual MetroCard refiller machine those options don't usually exist so it was a little confusing but she said it was $27.50.

6. **How much is a 30 Day Unlimited MetroCard?**
   User did not have an issue telling me how much it costs - $127.00.

7. **Add $20 to MetroCard #1234567890, what is the order type?**
   User pressed add button to move onto the billing page, where they easily found the order type to be cash amount.

8. **What is the Final Balance of MetroCard #1234567890?**
   User did not have an issue finding the final balance - $30.50

9. **What if you changed your mind, and you want to add 30-Day Unlimited to the same MetroCard, what should you do?**
   User said she has to start over by pressing the My Card menu option, however, it would have been easier if there was a back button so that she doesn't have to completely start over.

10. **Fill out the billing form and submit it.**
    User did not have a problem filling it out. She said that she liked the feedback that her form went through, and that when filling out the numbers it prevented user error by having the input type length for specific fields.

11. **What can you contact support about?**
    User did not have an issue navigating to the support page, and finding the two options - feedback and questions - that she could contact support about.

12. **Who are the developers of E-Card?**
    User did not have problem finding the developers - Michael, Gregory, Katie and
    Corey - but asked if she could contact just one specific developer versus all of them.

Overall the user didn't have too many issues navigating through the website, since a lot was self-explanatory. However, there were certain things that the user noticed or had difficulty with finding (such as the about us page or certain prices of options that weren't specified) because she had a fresh perspective on the website, as opposed to us who created the website so we thought these things just made sense. She also found it very tedious having to restart the whole process when she already continued to the billing page and decided to change the MetroCard type or amount. This feedback was very helpful in improving our website usability.

Corey Zoubkov
Group 3
Lab 9 – Steve Krug Evaluation

Questions:

1. What is E-Card?

Answer: *E-Card is a service that allows you to check on your MetroCard balance online and avoid the hassle of waiting in line.*

The user had no issues completing the task.

2. For how many days is MetroCard#1234567890 unlimited?

Answer: *7 Day Unlimited*

The user had no issues completing the task.

3. When does MetroCard #1234567890 expire?

Answer: *Expires 5/1/2020*

The user had no issues completing the task.

4. How much money is on MetroCard #1234567890?

Answer: *$10.50 is on the card*

The user had no issues completing the task.

5. How much do 10 rides cost?

Answer: *10 rides are $27.50*

The user had no issues completing the task.

6. How much is a 30-Day Unlimited MetroCard?

Answer: *30 Day Unlimited card is $127*

The user had no issues completing the task.

7. Add $20 to MetroCard #1234567890, what is the order type?

Answer: *Order type is cash amount*

The user had no issues completing the task.

8. What is the Final Balance of MetroCard #1234567890?

Answer: *Final balance is $30.50*

The user had no issues completing the task

9. What if you changed your mind, and you want to add $10 to the same MetroCard, what should you do?

Answer: *Click on "My Card" and go through adding funds again*

The user was able to complete the task, but complained that he would have preferred to be able to go to the previous screen rather than restarting, even if the hassle was minimal.

10. Fill out the billing form and submit it, did you have any issues?

Answer: *No issues, pop-up says success*

The user had no issues completing the task

11. What can you contact support about?

Answer: *Feedback and Questions*

The user had no issues completing the task.

12. Who are the developers of E-Card?

Answer: *Michael Levinson, Gregory Ross, Katie Solokhina, Corey Zoubkov*

The user had no issues completing the task.

Overall, the user was pleased with the experience. He remarked that the site layout was clear and that it works smoothly. His only complaint was that it would be better if he could go back a step in the transaction process instead of having to start over. That would make it easier to undo errors and would give the user more flexibility. From this exercise, I discovered that usability issues are not always apparent, and that it's very unlikely to catch them all. Even though my test partner did not feel inconvenienced, he thought it was odd that this functionality was forgotten, and suggested it may be an obstacle for most users.