**Project Iteration 2**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: Horizon Living**

**Team Name: JMD**

**Team’s Project Trello board URL:** [**https://trello.com/b/qL2m22HL/uccii-jmd-project-board**](https://trello.com/b/qL2m22HL/uccii-jmd-project-board)

**Team’s Project Github repo URL:** [**https://github.com/dh00158/UCCII-Project**](https://github.com/dh00158/UCCII-Project)

**Website URL:** [**https://horizonliving.x10.mx**](https://horizonliving.x10.mx)

**Team members**

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| **#** | **Name** |
| 1 | Joe Bruce |
| 2 | Michelle Munguia |
| 3 | Donovan Harris |
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**Usability tests ran by all members**

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| **Member Name** | *Michelle Munguia* |
| **Participant age** | *41* |
| **Participant gender** | *Male* |
| **Test Date** | *5/2/25* |
| **Test Time** | *5:45 PM* |
| **Total time taken** | *22 minutes* |
| **Test Introduction script** | |
| *Hi, my name is Michelle, and I’m a student at the University of West Georgia working on a website usability project for my User-Centric course. Today, you’ll be helping us test a website we designed called Horizon Living, which is focused on showcasing a senior living facility and the services it offers. This session should take about 20 minutes.*    Just to be clear, this is not a test of your skills. You’re helping us by testing the website, and your honest feedback will help us understand what works well and what might need improvement. I won’t give you too many details about the site ahead of time because we want to see how you may interact with it. As you go through the tasks, please let me know your thoughts so I can better understand your experience. Ready to begin?*.* | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Find out what Horizon Living’s mission is. | **Completed successfully:** yes  **Time taken:** 7 seconds  **Facial expressions:**  **Any noises made:** No  **Any other gestures made:** |
| Locate the dining options available and describe what meals are offered. | **Completed successfully:** yes  **Time taken:** 15 seconds  **Facial expressions: Neutral**  **Any noises made:** No  **Any other gestures made: No** |
| Find our Directions | **Completed successfully:** yes  **Time taken:** 12 seconds  **Facial expressions:N Neutral**  **Any noises made:** No  **Any other gestures made:No** |
| Imagine you are interested in floor plans. Where would you go to see housing options? | **Completed successfully:** yes/  **Time taken:** 4 seconds  **Facial expressions: Neutral**  **Any noises made:** no  **Any other gestures made:no** |
| You want to learn more about the staff. Where can you find that information? | **Completed successfully:** yes  **Time taken:** 6 seconds  **Facial expressions:N Neutral**  **Any noises made:** No  **Any other gestures made: No** |
| Identify how you would send an inquiry. Is there a form? easy to fill out? | **Completed successfully:** yes  **Time taken:** 36 seconds  **Facial expressions: Neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Find and identify one recreational program provided | **Completed successfully:** yes  **Time taken:** 16 seconds  **Facial expressions: Neutral**  **Any noises made:** none  **Any other gestures made:none** |
| Find out what overall services are provided | **Completed successfully:** yes  **Time taken:** 5 seconds  **Facial expressions: Neutral**  **Any noises made:** no  **Any other gestures made: no** |
| Figure out if we have a medical center at this facility? | **Completed successfully:** yes  **Time taken:** 9 seconds  **Facial expressions: Neutral**  **Any noises made:** no  **Any other gestures made:no** |
| Identify where to go if you wanted to sign up. | **Completed successfully:** yes/no  **Time taken:** 6 seconds  **Facial expressions: Neutral**  **Any noises made:** None  **Any other gestures made: None** |
| **User’s opinions/comments/suggestions about the site** | |
| **What he liked:**  He liked how clean and organized the site looked. He found it easy to navigate, with clear menus and page labels. The homepage wasn’t overwhelming, and he was able to quickly find important pages like Services, Floor Plans, and Contact Us. He also appreciated the calm color scheme, saying it felt appropriate for a senior living site.  **What he didn’t like:**  He didn’t like that some of the text on the site was quite small, which he felt could be difficult for older users to read. He also noted that the ‘Sign Up’ option wasn’t very obvious, although he was able to find it near the login section. Additionally, he thought the site could benefit from having more pictures, especially of the actual facility.  **Suggestions:**  He suggested adding hover effects to links and buttons so users can clearly see what is clickable. He also recommended increasing the font size to make the site more accessible and user-friendly for older adults. | |
| **The “Thank You” note to conclude the test** | |
| *Thank you so much for participating in our usability test today. Your feedback is incredibly helpful and will guide us in improving the Horizon Living website for future users. This wasn’t a test of your abilities, but rather a way for us to see how the site works in a realistic setting. We truly appreciate your time and input.* | |
| **Your experience, assessment of the Usability Test** | |
| *This usability test was a valuable learning experience. It showed us how real users interact with the Horizon Living website and helped us identify areas that need improvement, such as increasing text size and making buttons more noticeable. Overall, the tasks were completed with ease, but next time try to incorporate or think of better approaches for more usability for elders or those with disabilities.* | |

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| **Member Name** | *Joe Bruce* |
| **Participant age** | *65* |
| **Participant gender** | *Male* |
| **Test Date** | *4/30/2025* |
| **Test Time** | *9:40 PM* |
| **Total time taken** | *25 minutes* |
| **Test Introduction script** | |
| Hi, my name is Joe Bruce and I’m currently working on the design and development of a website called Horizon Living, which is a senior living center focused on providing helpful information for seniors and their families.  Thank you for taking the time to be part of this usability testing session today. This session should take about 20 to 30 minutes. Throughout, I’ll ask you to interact with the website while sharing your thoughts out loud. You don’t need to worry about doing anything “right”. We are not testing your abilities, we’re testing the website.    This means there are no wrong answers or wrong ways to do this test. Your honest reactions, and suggestions are all incredibly valuable to us. Our goal is to have real users interact with the site and let us know if it is working properly.    I won’t give you too many details about the site up front, because we want to observe how you will normally use it. Your feedback today will help us identify both the strengths and any usability issues so we can improve the experience for future users.  Again, thank you so much for your help. Your participation is a big part of making this site better and more accessible. | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 (Locate phone number and office hours) | **Completed successfully:** yes  **Time taken:** 8 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 2 (Type a short message and submit the contact form) | **Completed successfully:** yes  **Time taken:** 47 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 3 (Create a new account) | **Completed successfully:** yes  **Time taken:** 25 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 4 (Look at the floor plans for the site) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 5 (Navigate to the social activities page) | **Completed successfully:** yes  **Time taken:** 10 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 6 (Navigate to dining and click to check out the menu) | **Completed successfully:** yes  **Time taken:** 10 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 7 (Find the address of the facility) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 8 (Find the Mission Statement for the facility) | **Completed successfully:** yes  **Time taken:** 6 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| Task 9 (Find out if the facility has a medical center) | **Completed successfully:** yes  **Time taken:** 25 seconds  **Facial expressions: Slight confusion**  **Any noises made:** none  **Any other gestures made: none** |
| Task 10 (Find out who is the office manager) | **Completed successfully:** yes  **Time taken:** 15 seconds  **Facial expressions: neutral**  **Any noises made:** none  **Any other gestures made: none** |
| **User’s opinions/comments/suggestions about the site** | |
| * *Overall my user really liked the website. They commented that they liked the layout and flow of the website. They appreaciated that all the buttons and links worked properly. They said that the website was: “functional, clean, and comprehensive”. Their suggestions were that some of the pages could use a little more detail. They also suggested that the password fields should have an option to hide/show the password.* * *No complaints or suggestions besides those and my user seemed to like the site a lot.* | |
| **The “Thank You” note to conclude the test** | |
| *Thank you again for your participation! Your feedback, thoughts, concerns, and opinions give us really valuable insight into how people experience the site. Your input will help us make Horizon Living more user-friendly and supportive for the people who need it most. Thank you again for your help!* | |
| **Your experience, assessment of the Usability Test** | |
| *I think the user testing went very well. My user was able to provide some valuable feedback that will help us continue to improve the site. I like where the website is at currently, but I think there is still room for improvement. I think that we could improve the consistency with image styles/shapes and I think we could improve consistency between some of the fonts. Other than a few tweaks here and there, I am very happy with where the website is at.* | |

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| **Your experience, assessment of the Usability Test** |

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| **Member Name** | **Donovan Harris** |
| **Participant age** | **22** |
| **Participant gender** | **Female** |
| **Test date** | **5/3/25** |
| **Test time** | **11:09am** |
| **Total time taken** | **22 minutes** |

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| **Test Introduction script** |
| Hello, my name is Donovan Harris, and I am currently developing a website for senior living called Horizon Living. The purpose of this site is to help those who are looking for a place to stay or looking for a place to stay for their loved ones where they will be well taken care of and surrounded by helpful individuals who always have their best interest in mind.  I greatly appreciate your participation in this assessment and your feedback will be taken into consideration when deciding how the site operates and functions.  The assessment should take about 20 minutes and feel free to answer however you see fit. There is no right or wrong answer for these tasks we are simply testing how the site works for the average consumer.  Your feedback whether it be good or bad will ultimately help us to make our site better and point out our strengths and weaknesses and see what we need to improve upon. |

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| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1(Navigate to the login page) | **Completed successfully:** yes  **Time taken:** 3 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** no |
| Task 2(Locate the dining menu) | **Completed successfully:** yes  **Time taken:** 7 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 3(Locate the services provided) | **Completed successfully:** yes  **Time taken:** 11 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 4(Navigate to the floor plans) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 5(Locate the mission statement) | **Completed successfully:** yes  **Time taken:** 3 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 6(Locate the facilities) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 7(Find the address) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 8(Find the faculty page) | **Completed successfully:** yes  **Time taken:** 3 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 9(Find the sign up page) | **Completed successfully:** yes  **Time taken:** 3 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |
| Task 10(Find the wellness page) | **Completed successfully:** yes  **Time taken:** 4 seconds  **Facial expressions:** none  **Any noises made:** none  **Any other gestures made:** none |

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| **User’s opinions/comments/suggestions about the site** |
| My user relayed that there were not any major issues and that most of the site was pretty self-explanatory the tasks were easy and did not take much time to complete. They said that the site was very simple to follow and allowed for easy navigation to whatever was needed. |
| **The “Thank You” note to conclude the test** |
| Thank you for participating in this assessment and thank you for the feedback this will help us to improve our site and know how to continue developing with the user in mind. |
| **Your experience, assessment of the Usability Test** |
| Overall I think this process can be very insightful from a developer standpoint because you get to see how people view your work from the outside and get an unbiased opinion from someone who does not know what is going on internally and that to me is a good thing to know. |

**Accessibility tests and Markup validation**

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| **Donovan Harris** |
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| *There were a lot of readability issues and one issue with the title* |
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| *Due to hosting issues, I had to move some files around and change some of the image paths and these are what the errors are.* |
| **Joe** |
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| *The issue/failed check was that it says that it does not have a <h1> element, which is not entirely true because we do have an <h1> element. Unless I am missing something, I am not sure why that failed the test* |
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| *The markup test listed three failures:*   1. *There was a stray end tag </div> at line 96.* 2. *The element button should not appear as a descendent of the a element at line 102.* 3. *The element button should not appear as a descendent of the a element at line 105.* |
| **Michelle Munguia** |
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| *The majority of issues consisted of readability and one title related issue.* |
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| *Most errors depicted are caused by having spaces in folder or file names:*  *Example : Error: Bad value ../Horizon Living Website/pages/contact.html for attribute href on element a: Illegal character in path segment: space is not allowed.*  *From line 94, column 4; to line 94, column 75*  *Remaining 2 issues:*  *Error: Stray end tag div.*  *From line 96, column 3; to line 96, column 8*  *The element button must not appear as a descendant of the a element.*  *From line 102, column 3; to line 102, column 10* |

**Team’s assessments**

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| **Usability test results, discussions, analysis** |
| *All of team JMD’s users liked the website and found it easy to navigate. The consensus from all the users was that the site is functional, clean, well-designed, and is attractive to use. No one really had any major complaints, and no user found major issues with the functionality of the website. Another thing all users agreed on was that it was easy to find things they were looking for on the website. No one had any difficulty finding any information or pages on the site.*  *Our users provided valuable suggestions on improving our site as well. Our users suggested making the font sizes larger and more consistent from page to page. Our users also asked for better clarity of what is clickable and what is not, increasing button visibility, etc. Our image sizes and shapes need to be consistent throughout the site as well.*  *Going forward, we can improve the site by making it more accessible to those with disabilities, and those with vision problems. Making buttons larger and adding a hover effect will add clarity to what can be clicked and what could not. Standardizing font and images sizes as well will make our site more accessible and user friendly.* |
| **Accessibility issues** |
| *Readability issues*  *Title issues*  *Missing <h1> element* |
| **HTML Markup issues** |
| *Stray div tag*  *Bad placement of a button element*  *Photo path issues: Bad src values in <img> tags due to spaces in folder names*  *Illegal spaces in file paths (href and src attributes)*  *Bad href values in <a> tags due to spaces*  *Invalid nesting: <button> element inside an <a> tag:* |