USER PROFILE PROTOTYPE

<https://www.usertesting.com/dashboard/folders/4116-profiles/studies>

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# Testing Criteria

## Introduction

[Prototype] You have just created an account on a job search platform for the service industry. You will be viewing your profile/dashboard and editing its information.

## Tasks Given

1. Update your name, work title & location to something other than the placeholders.
2. Change your email address. You can use a fake one. (No data entered here will be saved)
3. "Add" a new resume then rename it to help you refer to it later.
4. Add a couple new skills and then remove one.
5. Change the color of your profile to an option you like better.

## Post-Interaction Questions

1. What was your overall impression of this account management prototype? Was there any part of this experience that you liked or didn't?

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# Common Results

Thoughts or suggestions to remedy

* For some (particularly mobile device users) , it wasn’t immediately apparent how to edit. Though they figured out in very short order.
  + *Make dotted border always present in edit mode.*
* [Observation] Editing existing fields was slow and cumbersome.
  + *Let’s provide a “clear” button when user focuses onto a field.*
* [Observation] Mobile styling needs greater attention to avoid x-overflow and better separation between input fields.
* It isn’t apparent that data is being saved after the user changes something.
  + *Perhaps a timed or on-blur “saved!” message could appear next to the field.*
* “I need help with skills”
  + *A simple auto-complete of common skill terms would be useful in giving users ideas or saving them time when inputting skills.*
* Editing their email address took the longest of any task.
  + It usually took them looking over the entire dashboard and before clicking the account settings button. It only took an average of a few seconds for them to do so.
  + Perhaps changing the language to “Edit Account” or “My Account Preferences” would reduce the time to discovery.

What Went Right

Overall, the perceived ease of use and simplicity was universally liked.

What Went Wrong

Exposing visual cues for editing elements were dependant on hover, which does not help mobile device users.

Highlight Reel

<https://www.usertesting.com/highlight_reels/kAzb2zxmva5yxgG9bkwA?id=kAzb2zxmva5yxgG9bkwA>