Usability Tasks for February 7th to February 10th

Account Creation

Findings from this test:

1. Users thought that the "main interest 1" text was a header for the interests below. Did not realize it was a text box. This seemed to have to do with the list underneath the text box, people thought that those were items already in their list.
   a. Solution: Sasan mentioned that it may be possible to get headers inside the list. If we can do this, let's get a header in there saying "Examples of popular interests:". Then, when the user begins to type, it will update the list as the user types to refine it. This first pane should be defaulted open if possible. It will help the user understand how those panels work. If it is too inconsistent, as soon as the user clicks in the text box that pane should open up with the most popular interests in there.
2. It seems that 2 of our users thought adding another interest into the first text box would work as well.
   a. Solution: solidify the option and not allow text input after they type it in and hit enter or "add". If they want to change their interest, the "add" button will say "change" once it is solidified.
3. Users did not notice tips
   a. We'll figure this out
4. Users did not notice arrows
   a. Will remove for setup
5. Users generally skipped by the custom categories or thought they related to their birthday info (looked like a header for it). Two users went back and looked at it and figured it out, but took awhile.
   a. We need to unify the two categories, and we need to have "custom (ie. Dream job)" or something in there.
   b. Are we adding tool tips?
6. Star icons were misinterpreted as drop down for examples
   a. Not a huge issue we believe as they will understand once they click.
7. Users were confused with the size of the "dancing" text box.
   a. Solution, put in "max character length" and expand box to full size.
8. In all the bio boxes, user will be able to add in any place they live in, even if it is made up. Once they save it, it saves in the database and the next user that adds it, it will say (1 user) next to it.

Good Suggestions:

- adding the "?" next to certain items to explain and show an example in a pop-up

- Keep the "dancing box" full sized, it will allow users to see how much they can write and maybe encourage them to write a bit more in detail if they notice they have left it blank mostly.

This task will be a full out functionality test using our mockups and cut and paste information.

Task 1: Sign up for an account

Description: Pretend you just signed up for an account and now you must set it up.

When it comes to the parts where you enter your own information, tell me what (in general) you would enter. Then ask me what your information is and I will give you your details.

Notes:

- Username: Shannon Ninninger
- Interests: Theatre, Dancing, Cooking with Garlic

Michael:

Step 1:

- thought "interest details up top would take him to the next step"
- thought you could separate interests by commas
- thought that you should look up the interest you want by hitting 'see more', thought of typing it in last to search for it
- I asked the question "If you type in "Dancing" and at the bottom it says "there is no category, click here to add it" what would you do? He said he would click on that to add it. (rough but I guess it works)
- He pointed out that seeing the different categories under the interest panel was good because it showed me that it doesn't have to all be artsy categories.

Step 2:

- pretty easily taken care of, no real issues here

Step 3:

- wasn't sure what grad meant, but assumed grad year
- he thought the custom categories underneath "show birthday" related to the birthday.
- Didn't look at arrows, didn't add any custom fields
- Skipped past the custom categories

Step 4:

- clicked upload photo and even pointed out how he wouldn't ever take a photo, haha
- understood the resizing well
- didn't seem to notice the caption area, or just skipped by it quickly

General Comments

- Mike didn't once look at the tips
- Cared very little to the progress bar.
- Didn't even look at the up and down arrows once or ask what they were for

Jenna:

Step 1:

Did not realize that "main interest 1" was a text input box, clicked on Pugs because she thought those were the only options available.

Step 2:

Did not read any of the grey text in any of the boxes

Step 3:

Skipped over custom categories, she seemed to be in a rush or something

General:

- hasn't noticed the up and down arrows
- seemed really rushed

Marco:

Step 1:

- lack of capitalization (second person)
- main interests, don't know how they got there. I didn't put them in there. Thinks he can remove those interests.
- Thinks adding an interest will then let him type one in, doesn't realize the first
- Wanted to see what "new keys!" and perfectionist would do.
- If the things were not listed there, he would click in main interest 1 and type something in. Right now it looks like a header for the list.
- If his interest was theatre, he would type it in, expect to see theatre categories.
- Would expect enter to add it, but wouldn't be surprised if it didn't
- User would add the other interest INTO the same text box as main interest 1.
- User figured it out after

Step 2:

- hopes that the dancing box would turn bigger once he clicks on it
- user did not read the faded text in each box. (second user)
- understands the step quite well
- didn't read any tips to date

Step 3:

- assumed current location meant city, he would type in V, hoping that a drop down appears
- university of Victoria, put graduation date
- understands the check mark next to birthday, but doesn't like pre clicked check mark boxes
- has no idea what custom category is, would hit the down arrow next to the star to see categories
- would like to see "custom category (ie. Dreamjob)"
- after analyzing it for awhile, figured it out!
- Read the tips here, but it was unclear what "item" was.
- Contact info, since he figured out custom category, he'd put blog address in there and all that.
- Thought "contact info field" said "into field" but didn't understand it. Thought adding that would solidify his custom fields above, not open up a new spot.

Step 4:

- noticed "skipped", was furious. Wanted to click on "interest details" to go back and fix it.
- Furious about lack of capitalization and lack of periods
- Thought uploading photo wasn't for profile, didn't notice it for some reason.
- Didn't realize that you could add another or add up to three.

General:

- did not notice arrows, asked afterwards but he didn't know. Thought that eh could add the same category again (if I had two jobs for example).
- Would much rather a little infor bar on the side of some categories to say "what's this" instead of the tips.
- "Examples of popular interests". Main Interest 1 looks like a header right now.
- Thinks you should add "dream job" to bio stuff

Paula:

Step 1:

- User was satisfied with the interests presented to them, thought "remove" would remove an item from the presented list.
- If it said "add" and there were no interests there, user thought that clicking "add" would bring up a box for them to type in an interest. "Add another interest" presented a box where they could type in another interest.
- User read achievements stuff, understood progress bar
- Did not look at tips
- After explaining how the list is full of examples, and that the top was a text box, she understood what to do
- Did not notice arrows.

Step 2:

- Noticed the "expanding text zone" text, liked the idea.
- Went through it well

Step 3:

- did not notice "skipped", did not look at progress bar much
- got to "show birthday" and thought that there were four slots underneath it relating to her birthday. After analyzing those boxes a little more, figured it out quite well.
- Understood "custom category" in contact info from the bio area, said that she'd add her blog to it.
- Did not read tips

Step 4:

- thought she could click on "upload photo" or the actual big box with the icon in it to bring up the finder.
- Understood the resizing well
- Did not type a caption
- Actually read that you could upload three photos
- Added another profile image
- Still didn't notice progress bar

General:

- did not look at arrows once, when asked about them after, replied with the correct answer.
- Thought the star icons when asked were dropdowns for common categories.