

Report: Usability Test for Event Planner

Date of Report: November 22nd, 2024

Date of Test: November 15th, 2024

Prepared for: CSCE 3444

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Executive Summary

The usability test for the Event Planner was primarily meant as an assurance case, confirming both the functionality of the website as well as overall possible improvements that could be made to its systems or presentation. Five participants within the Software Programming course at UNT acted as test participants, first going through a formal step-by-step process to understand the core functionality of the website before being allowed to test the system in any way they wished. With nearly all issues of the system only being minor complaints regarding a lack of polish - such as typos, inconsistent UI design, etc. - rather than system errors, it would be safe to consider the test of the system an overall success.

Methodology

Who we tested

5 participants evaluated the Event Planner.

What participants did

The participants were prepared a laptop with a client side instance of the Event Planner running, and were walked through the basic process of using the system before being given full control to use the system as they pleased. When the test was complete, they were asked for any feedback regarding the system as a whole, as well as how they liked the system.

What data we collected

Data gathered included any issues they had navigating the website, as well as any comments or concerns they had after the completion of the

Major findings and recommendations

- List Major Issues
 - Several typos are spread throughout system, sometimes leading to confusion on where to go
 - Creating an account does not confirm if an email address is valid
 - Passwords are not obfuscated within the create account page
 - GUI is heavily inconsistent

- Identify Solutions
 - Solution to typos: Before final release, every page should be scanned through to ensure all text is properly spelled and uses the proper terminology.
 - Solution to account creation issues: Ensure that the data entered for the email of an account creation ends in @address.domain, and rejects an attempt of account creation if the email address does not match this.
 - Solution to password obfuscation error: As the password obfuscation works within the login page, simply ensure the same method is used for the account creation page.
 - Solution to inconsistent GUI: The page for creating an event has a fully fleshed out GUI; this will likely be extended to all other pages within the project.

Detailed findings and recommendations

Tasks

Task 1 - Account management

The participant should be able to create an account, log in, and log out of the system.

Number of Participants	5
Percent Successful	90%

Findings	Recommendations
All participants completed the task with ease.	Although all participants did complete the task without issue, there were multiple mentions that passwords are not obfuscated in the account creation page, and that the email field or accounts does not need to have a real email address. Both of these can cause security or functionality issues later down the line if not addressed.

Task 2 - Create Event

The participant should be able to enter the create event page, fill all fields, and submit the data to create an event.

Number of Participants	5
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Percent Successful	80%
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Findings	Recommendations
3 participants completed the task with ease. 2 participants needed a question answered, but could otherwise complete the task.	Though creating the event does work as intended, there are multiple issues within the page. Firstly, there is a pointless menu at the bottom that has no functionality. Secondly, there are two different description fields: one for a full description, and one for a short description. This should be changed so that the second field is something such as "overview" or "details."

Task 3 - Book Event

The participant should be able to select an event from the list, and add it to the list of events being attended on their profile.

Number of Participants	5
Percent Successful	90%

Findings	Recommendations
4 participants completed the task with ease. 1 participant had minor navigation issues finding the page.	Although there are no issues within the layout of the system itself, some text within the pages are either misspelled or use the wrong terminology; this should be fixed before the final release.

Exit Questions/User Impressions

Questions	Responses
Is the Event Planner well-designed?	Participants believed everything was put together well, and generally well-organized
What should be improved upon?	Polish in both UI and text was the primary focus of issues.
Are there any other comments?	The general consensus was that the foundation is rock-solid, and primarily needs

	polishing before the final release.
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