

Usability Test Logs

Test Overview

- **Number of participants:** 83
 - **Testing environment:** Web
 - **Date:** 12.13 - 12.17
 - **Test scenario:** Users uploaded photos of stained clothing and reviewed the predicted stain type and washing recommendation.
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Quantitative Usability Results

- **Average satisfaction score:** 4.27 / 5
 - **Percentage of users rating usability 4 or higher:** 80.7%
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Qualitative Usability Logs

Log 1

- **Observed behavior:** The user was able to upload a stain image without guidance and quickly understood where to click.
- **User reaction:** "The process is simple and intuitive."
- **Issue noted:** None

Log 2

- **Observed behavior:** The user focused on the confidence score before reading the washing recommendation.
- **User reaction:** "Seeing the percentage makes the result feel more reliable."
- **Issue noted:** Some users were unsure how to interpret lower confidence values (below 18.1%).

Log 3

- **Observed behavior:** The user compared the predicted stain with their own expectation.
- **User reaction:** “I thought it was coffee, and the result matched what I expected.”
- **Issue noted:** When prediction differed from expectation, users hesitated to trust the recommendation.

Log 4

- **Observed behavior:** Users spent more time on the washing guide section than on the classification result.
- **User reaction:** “The washing steps are easy to follow.”
- **Issue noted:** Users suggested adding short explanations for *why* a method is recommended.

Key Usability Insights

- Users generally found the interface easy to use with minimal learning effort.
- Confidence scores strongly influenced user trust and decision-making.
- Clear visual presentation helped users quickly understand results.
- Additional explanation for low-confidence cases may improve usability and trust.

Identified Improvement Points

- Add guidance or tooltips explaining confidence scores below 50%.
- Improve clarity when prediction does not match user expectation.
- Enhance washing recommendation explanations with brief reasoning.