
Usability Study

for

Computer Science

Internship Website

Version 1.0

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1. Project Overview

Our project is an internship review site targeted toward UMW CPSC students. The website will be simple, with only a few pages of content. The main page of the website will feature a list of internship reviews, as well as show a map of where those internships took place. Users will be able to create accounts with their UMW email. Subsequently, these users will be able to login and use a form to submit a review. This review will describe their internship and also add a pin on the map for the location that they interned at. Only logged in users will be able to post reviews, however, any visitor to the site will be able to view the interactive map and click on pins to view the reviews for that specific company.

2. Imaginary Users

Dr. Tilapia is a professor at UMW who has decades of experience with computers and websites. Unfortunately, because Dr. Tilapia has so many accounts across so many websites, he has a hard time remembering which password goes with which account. Dr. Tilapia is very familiar with error messages and makes heavy use of password resets. Dr. Tilapia needs to login on a regular basis to approve new reviews, and wants the login process to be as streamlined as possible.

Glare Bearington is a senior at UMW and as such, has very many tabs across multiple browsers. Glare doesn't always remember if she's logged in, and would like to be able to tell at a glance if that's the case or not. Additionally, Glare cares about branding, also so that she can easily tell which website she's on when going through and cleaning up her tabs.

Jane Herring is a sophomore student at UMW trying to review her summer internship. Jane, being a Zoomer, only uses her phone to navigate websites. Jane also relies on spellcheck, and at some point entered her UMW email incorrectly, causing her to often login incorrectly and not know whether it was her email or password that was entered incorrectly. Jane would like the error messages to explain which field was incorrect and for the registration page to be easily accessible.

3. User Model

This user model is based upon comments received from five UMW Computer Science students. Their specific comments can be seen in section 6.2.

The login system should have a field for the user's email and password as well as a button for logging in. The login page should also have a link to a registration page that also accepts an email and password. The login system should only accept users with UMW email addresses, and should have a way to reset the user's password. If there is incorrect input on any of the forms, there should be clear error messages that explain specifically what was wrong with the user's input. Finally, the login page should have some sort of logo or branding to let the user know which site they're logging in to.

4. Reflection

The comments below were created after the users in section 6.2 saw the wireframe prototypes from section 6.1.

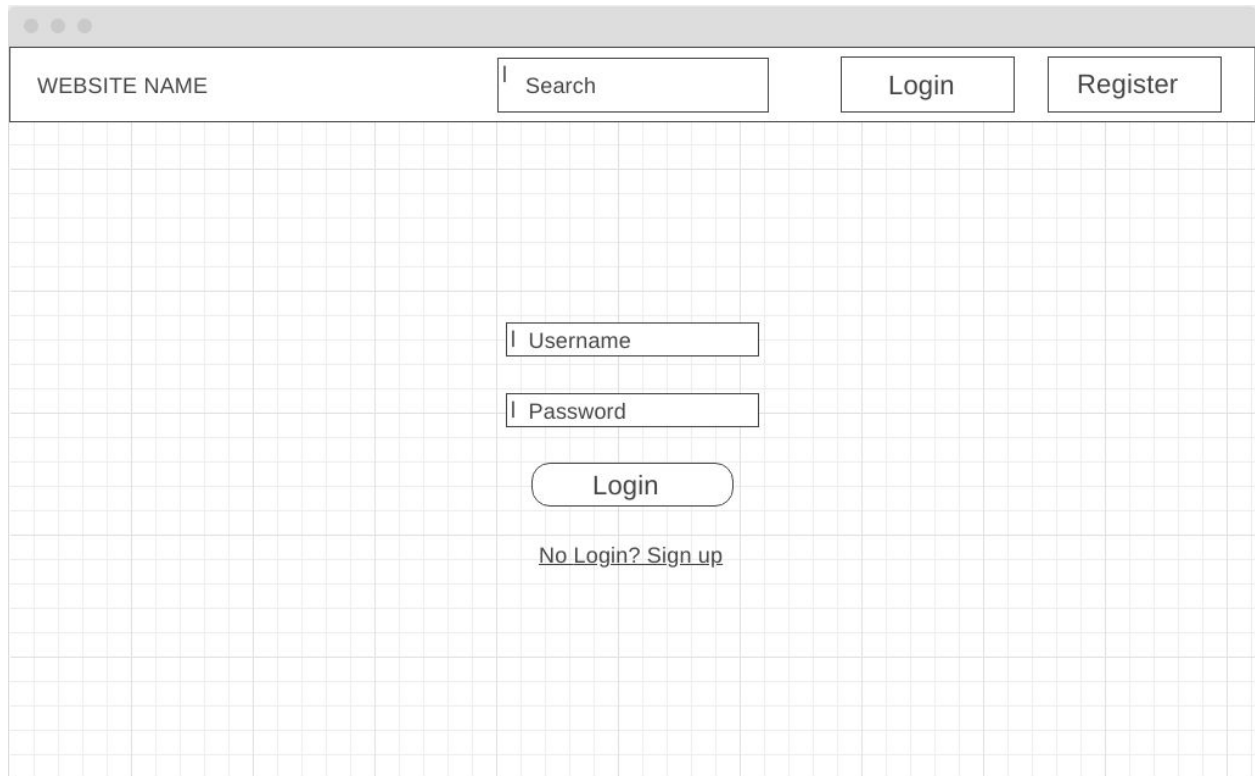
The user comments on the wireframes were split between liking the separate page or liking the drawer implementation the best. It is clear that the navbar implementation was not received well because users felt that there wasn't enough space to implement all the features. The users all noticed the lack of the password reset feature on each of the implementations. For the separate login page, some of the users mentioned that it would be nice to have some sort of branding directly above the form to fill in the empty space. A couple of the users also suggested we have some way of displaying any requirements for the email and/or password. For the drawer, one of the users thought that the registration should be on a separate page and felt that the current implementation was unintuitive. Another suggested having an option to take the user to separate login and registration pages in case the drawer didn't work. Finally, a user said that they liked this design the best because it would bring more consistency between the desktop and mobile interfaces.

5. Future Plans

In light of the feedback from the focus group, I intend to implement the drawer version of the login system. I would still have separate login and registration pages that the user would land on in case of errors. The separate login page would have some form of branding above the email/password forms to fill the empty space. I also need to add a way for users to be able to reset their passwords. Additionally, I need to ensure that I add clear error messages so that if there is invalid input the user can easily tell what they need to do to fix it.

6. Appendix

6.1 Wireframes



A wireframe of a login page. The page is set against a light gray grid background. At the top, there is a header bar with a gray background and three small circles on the left. Below the header, the page is divided into three main sections. The top section contains a 'WEBSITE NAME' label on the left, a search bar with a magnifying glass icon and the text 'Search', and two buttons labeled 'Login' and 'Register'. The middle section contains a 'Username' label and a text input field, followed by a 'Password' label and a text input field. Below these fields is a rounded 'Login' button. The bottom section contains a link that reads 'No Login? Sign up'.

WEBSITE NAME

Search

Login

Register

Username

Password

Login

[No Login? Sign up](#)

Login Page

WEBSITE NAME

|

Search

|

Username

|

Password

Login

Register

Navbar Login

WEBSITE NAME

Search

Username

Password

Login

Register

Drawer Login

6.2 User Comments

Yasmeen Alhinty:

Should be place to enter login information

Should be register button

Register button leads you to new page where you can input registration info

Should be an error message for incorrect info

Block non-umw emails

be able to login

be able to register

must have a valid set of login credentials

Page:

Like the redirect to register

Think there could be a help page or tooltips

likes best

Navbar:

Make input larger

Error pops under

Drawer:

Seems good

Chris Watt:

Should be page with username, password, login

Should have dyslexic friendly font

should have password protection

smaller link that leads to account creation

also username and password are incorrect, have account recovery

- form, takes username/email, sends link to recovery/security questions which reset password

- or just reset pw form

should not be able to login as someone else or dump database

Page

likes best

Navbar:

too busy/clustered

Jorge Contreras:

Have registration, confirms through umw email

Login after sign up

Simple login button

Username and password, or SSO

password reset

Can't login without valid credentials

Page:

simple enough

Navbar:

less descriptive, can't do pw reset easily
too bunched up

Drawer:

need error message, password reset
looks dope
likes best

Brandon Rozek:

expect two input fields, one for email one for password
expect a submit button
expect some logo or branding
indicate successful login - name in corner or something random
logout button
expect error checking to happen locally
expect error message to be human readable
expect not to ask sensitive details - SSN, birthdays
don't like security questions
password reset would be cool
something probably not implementable - OAuth, SSO
nice to highlight error in red
customized error message (user doesn't exist vs wrong password)

Page:

has way to navigate between login/register flows
has branding
could use icon or text above to fill empty space
favorite of current implementations

Navbar:

it's a little weird/nonstandard
not intuitive that username/password and register would work in one action

Drawer:

cute
same comment about registration being unintuitive
would like drawer best if registration was separate page

Chris Richters:

always let you know if logged in or not - some sort of indication
typically like pop ups to log in, but also like link to full login page for device compatibility
forgot password option
- clear error message for user doesn't exist vs wrong password
for registrations, don't want username, just use email address
local error checking - password length showing up real time
clear and concise directions for password requirements
clear error message for registered user trying to register
email just works for forgot password, no separate page
for registration, clear list of info collected from user (in this case, email, password, no ID needed)

Page:

needs forgot password
simple straightforward
wants logo above form to fill empty space

Navbar:

not a fan of username/password being in navbar
could get away with if any error took you to a separate error page, otherwise not enough space
doesn't like inputting any text other than search in navbar
likes this the least

Drawer:

would like forgot password link/button
likes that there's more consistency between desktop and mobile
would like option to take you to full page design
likes this the best