

Ben Nguyen

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ISDA – 20C

Feb 20th, 2025

Usability Study

Test Subject: Lilian

Date and Time of Test: Feb 18th, 2025

Questions Asked:

- What is the site about? What can you do on the site?
- Why do you think there is a slideshow in the Certificate section when there are only two types, Mediation and Yoga?
- In the Subscription section, I noticed that there is no summary for Mentorship under Coaching. Do you find that confusing? How would you feel if there was a brief description included?
- In the Award section, do you think it's important for the website to include links or sources to verify the legitimacy of the awards? Why or why not?
- Can you describe how easy or difficult it was to navigate through the process of booking a class? Did you encounter any difficulties or unclear steps?
- Did you easily find the contact information or support options on the site? Was it obvious how to get in touch for further inquiries, or did you need to search for it?

Reflection on the Process: I asked Lilian to explore the website for 2 minutes. After she finished, I asked her what she thought the website was about and what she could do on it. She

understood the general idea, but she had some confusion about some sections. She gave me feedback on how to improve the navigation and some parts of the site that were unclear.

Summary of What I Learned from the Test:

Lilian said that the website is about wellness and personal growth. She said users can book yoga and meditation classes, and they can also get certificates after completing some classes. The site offers coaching services, and there is information about different events and resources to help people grow.

Lilian found the Certificate section's slideshow unnecessary. Since there are only two types of classes, she thought it would be better to just show both options at once, side by side. This would be simpler for users and save time.

In the Subscription section, Lilian was confused about the Mentorship program. She couldn't understand what it was because there was no description. She suggested adding a short description to make it clearer.

Lilian thought the Award section should include links or sources to show that the awards are real. Without these, she felt that the awards could be hard to trust. She said that adding these links would make the website more trustworthy.

When Lilian was booking a class, she found the process easy, but she noticed that for events that had already passed, the Reserve button was still active. She suggested turning off the button for past events to avoid confusion. She also said it would help to show the end time of the event because right now, only the start time is shown. This would help users know the full time of the event.

Lilian had trouble understanding the differences between Program, Events, Coaching, and Certificate in the navigation. She felt these sections were similar and hard to tell apart. This made it hard for her to know which one to choose.

Recommendations for Improvement: To improve the website, I recommend several changes. First, removing the slideshow in the Certificate section and displaying the two types side by side would make the content clearer and more user-friendly. In the Subscription section, adding a brief description for the Mentorship program would help users understand what it offers. Additionally, the Award section should include links or sources to verify the legitimacy of the awards, which would enhance trust in the site. Finally, in the booking process, it would be helpful to disable the Reserve button for past events and display both the start and end times of the event to provide users with a clearer understanding of the event duration.

Conclusion: The usability test showed me that some parts of the website can be confusing. Lilian gave helpful suggestions on how to make the website easier to use, like showing the end time of events, adding descriptions for programs, and turning off the Reserve button for past events. These changes will help make the website simpler and clearer for users.