

ASSIGNMENT 4: USABILITY EVALUATION OF PAPER PROTOTYPE

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# UW STUDENT JOB PORTAL



## Introduction

The user is a sophomore student in the UW-Madison. He is a 22-years old Korean student majoring in Mechanical Engineering and has no experience in website design.

The user had never used the UW Student Job portal to search for jobs before. However, he had used other job searching portals while he was looking for summer internship last year. Since he has tried searching for jobs before, we believe that it is somewhat easier for him to use our prototype even though it is not digitally functioning. The reasons we select the user are because the user is an undergraduate student that are likely to use UW student job portal and the user has less technical experience with



Both figures show usability evaluation interview.

## PROCESS OVERVIEW

same script as PART A

# TRANSCRIPT

Line number	Speaker	Transcription	Annotation
14	User	so I click login in this page	
17	User	I'm looking for a way to find the account page	User having trouble going to account page after logging in
28	Interviewer	Maybe we don't have that . I think or when you click on that or if you go to this page, you can just home my account.	realizing we didn't have design for something like dropdown menu when account logo is clicked
37	User	On my account page. I'm seeing for buy education attachment for profile	
49	User	maybe I think there should be some button	user mentioning that there is no save button on updating resume and education
64	Interviewer	Find a business related job that pays more than 15 dollars per hour that has good rating	
89	User	Then I can click search button	user clicking search after filling in the filters
105	User	I want a good rating so High to low user ratings first	user setting up sort by option
123	User	. I click the plus apply now button	user applying for job
135	User	I can't find how to change to reference	user having trouble going to reference page
144	user	And this will have like a setting for the reference page, so I put my friends names	user updating reference
150	user	so I click that three dot button again and this page I click deleted application.	user withdrawing application
153	user	so I could click here, right? And there's gonna be lower button, so I click that now	user logging out

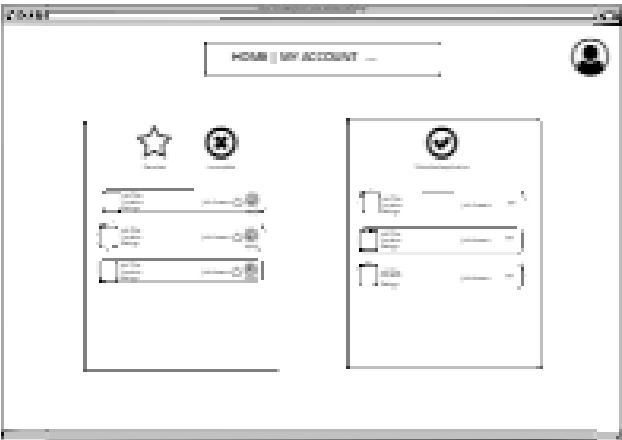
## USABILITY EVALUATION FEEDBACK ANALYSIS

#	Prototype Screen	Reference	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope	Severity (High/ Medium/ Low) and Justification for giving it that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	Main Page <a href="#">See Picture 1</a>	Line no. #17	User had problem going to account setting page after logging in	Difficult to find account setting page	Only on the Main Page before user login.	Low  The account setting exists after clicking the account icon and it does not hinder functionalities.	Design account icon so that it clearly looks like button
2	education and attachments Page <a href="#">See Picture 2</a>	Line no. #49	User was having problem saving saved data on attachment ans education page	Save button deos not exist	Only on the each education and attachme nts page	High  It is important for user to know that new data entered are successfully saved.	Create save button on bottom right cornor. There is no trade off
3	User account page <a href="#">See Picture 3</a>	Line no. #135	When trying to update references, users did not know how to go to that page	Difficult to recognize 3 dots as button	Only on the account page	Low  The button exist and does not hinder any functionalities	Chagne 3 dots to more visual buttons. There is no trade offs

Picture 1:



Picture 3:



Picture 2:

