

Site Usability Report for HCI/UX Portfolio Website

Prepared for:

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Human-Comp Interaction/User Exp

INFO 386-01

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Introduction

This report presents the findings of the usability evaluation test for the portfolio website at www.jioke.tech. Through this report and the research methods used within, it is determined whether or not the site fulfills its purpose of displaying user-centered design and informing users about Chijioke Kamanu – his milestones and snippets of his work in the class.

Both satisfaction and performance data were gathered to answer the following questions:

- Does the website provide information effectively?
- Are participants able to navigate easily through the website?

Methodology

Site Users: Dr. Allison J. Morgan, students in INFO 386-01 HCI/UX (Spring 2020), the world!

Test Objectives

The objectives of this test were to:

- Check if the website meets users' expectations
- Remove flaws in the website
- Show how successful users of the website are with their tasks
- Get user reactions and feedback about the website

Usability tests were conducted with 2 individuals who met one or more of the following criteria:

- Have come across different portfolio websites
- Have a basic understanding of the web.
- Know Chijioke E. Kamanu.

This is information collected in the pre-test questionnaire.

- 100% of research participants have met all conditions.

Building credibility for research participants

Average experience with the following items:

PC: 13.5 years **Highest:** 18 years **Lowest:** 9 years

Internet: 9.5 years **Highest:** 10 years **Lowest:** 9 years

Average hours a week spent on a computer:

At home: 18.5 **Min:** 7 **Max:** 30

At school: 18 **Min:** 6 **Max:** 30

Average hours a week spent using the Internet:

At home: 21 **Min:** 7 **Max:** 35

At school: 20.5 Min: 6 Max: 35

Research participants have sufficient experience using computers and the internet. They have built up expectations of websites and what interacting with them should feel like.

Materials/Apparatus

Video platform to conduct tests remotely – FaceTime.

Procedure

Performance Evaluation

The evaluation administrator allowed the participants to work through the tasks at their own pace while silently observing and recording the participants' responses.

Participant Debriefing

Participants were asked to complete a brief post-test questionnaire after the test to obtain their feedback and pick their brains about possible improvements to the site. This will also give insight into what's good about the site and what can be changed to make it more convenient to use.

Evaluation Measures

During the test, any problems incurred by the participants received a criticality rating which was made up of two other ratings:

Criticality = Severity + Estimated Frequency of Occurrence

Severity Ranking	Severity Description	Severity Definition
4	Critical	The identified issue is so severe, the user will not be able to complete the task, and may not want to continue using the website.
3	Major	Users can accomplish the task but only with considerable frustration and/or performance of unnecessary steps. The user will have great difficulty in circumventing the problem; users can overcome the issue after they have been shown how.
2	Moderate	The user will be able to complete the task in most cases but will have to undertake some moderate effort in getting around the problem. They may need to investigate several links or pathways through the system to determine which option will allow them to accomplish the intended task. Users will most likely

		remember how to perform the task on subsequent encounters with the system.
1	Minor	The problem occurs only intermittently, can be circumvented easily but is irritating. Could also be a cosmetic problem.

Frequency Ranking	Estimated Frequency of Occurrence
4	Will occur > 90% of the time.
3	Will occur 51 – 89% of the time.
2	Will occur 11 – 50% of the time.
1	Will occur < 10% of the time.

The higher the rating of criticality, the more critical the problem is to the user's experience or ability to accomplish the task.

Results

The website is fairly simple, users were asked to evaluate by giving their general impression and accomplishing a set of tasks.

Task 1

Starting at the home page, navigate through the site, not attempting to perform any specific task. During this activity, you may be simply gathering an overall impression of the individual through its web site. Afterward, answer the following questions:

Describe your initial impression of the portfolio website? Users noted that the site is easy to navigate and its information is easily accessible. They also mentioned that the site looks well organized, exquisite, and is devoid of clutter.

Describe your initial impression of the overall look of the site (color scheme, graphics, etc.)

Users indicated that the site is not overloaded on graphics, it uses inclusive and general font styles, the font sizes are big enough to be legible to any audience. The picture at the top of the website is appealing but raises questions concerning the obscurity of the face but the rest of the graphics and site elements are well crafted.

What impression would you make about Chijioke Kamanu if this web site was your first impression of him? Please use descriptive words.

Overall, users feel that he likes technology, he's passionate about learning, and he's a good writer. They also agree that he's a meticulous and outstanding individual.

Does this impression from above differ from your existing impression about Chijioke Kamanu? Both users feel that the site resonates with what they already knew about him.

Do the graphics on the website enhance or detract from your overall impression of the site?

One user feels that the graphics, in general, are not significant enough to alter their overall outlook on the website. The other user, however, agrees that the home page image adds a neat touch and conforms with the site's theme and the rest of the graphics make the site more aesthetically appealing.

Would you recommend the same template or format to other individuals for their portfolio websites or use it for yours? Why (not)?

One user responded no stating that the template is too simple/basic. The other user gave an enthusiastic yes.

Task 2

Try to find some of Chijioke's projects or pieces of writing.

Under what section did you find this information? Project & Writing Showcase

Is this intuitively placed? Yes

Repeat the process for random information about Chijioke, report any irregularities and answer the question that follows:

Did you find the information easy to locate on the website? Users felt that most of the information was placed under headings that seem most intuitive and as a result, it was easy to find.

Task 3

Scan the website, checking that all links work and seem clickable! Report any irregularities.

Users have nothing to report, all links stand out and work as expected.

Discussion

Observed Problems & Recommendations

Critical usability issue: N/A

Major usability issue: N/A

Minor usability issue: One user found it disturbing that the text in the "Purpose" section started right underneath the heading. The user also expressed that this was inconsistent with other sections of the website as there's the clear spacing between heading and their corresponding text everywhere else.

Recommendation: Be consistent with formatting.

Final Questionnaire Results

The following questions were rated on a scale of 1 – 5 as follows.

1	2	3	4	5
Strongly Disagree				Strongly Agree

1. I was able to complete the tasks.

Avg. score = 5

Low score = 5

2. The information was easy to find.

Avg. score = 4.5

Low score = 4

3. The organization of information was intuitive.

Avg. score = 4.5

Low score = 4

4. The site was easy to navigate.

Avg. score = 4.5

Low score = 4

5. The language of the website was understandable and appropriate.

Avg. score = 4.5

Low score = 4

6. Overall, I am satisfied with this website.

Avg. score = 4.5

Low score = 4

7. I would use the website regularly for most of my information needs.

Avg. score = 4

Low score = 3

8. What I liked most about the website.

- The picture on the home page.
- Aesthetic appeal and general organization of the site.

9. What I would change about the website.

- Make the theme slightly darker perhaps.
- Use independent pages for the different sections rather than one page with linked page anchors.

10. Subjective opinions of the usability of the product expressed by the user:

- N/A

Subjective opinions of the aesthetics of the product expressed by the user:

- I like the typing text on the home page.
- I like the fact that the text is scannable and easy to read.

Conclusion (Recommendation)

Overall, the portfolio website accomplishes its objectives, which are:

- To give some general information about Chijioke E. Kamanu
- To highlight important milestones in his college career

- To display some of his work in an HCI/UX class

The website, in general, is architected around these objectives; however, there are some design flaws revealed through this report that should be addressed as well as some refinements that will make it more user-friendly.

List of Recommended Changes

- Be more consistent with the formatting
- Consider separating the content into multiple pages rather than one page with linked anchors.
- Consider adding some features to increase the complexity of the site, maybe switch up the theme.