# Report Template: Usability Test [Short/ Informal]

Date of Report: [November 26, 2022]

Date of Test: [November 26, 2022]

Location of Test: [Groton, CT]

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## Executive Summary

The goal for this test is to test the usability of the SalaryData.com application. Three participants tested the login, user profile update, salary data, resume creator, and job search functionality. Two out of three participants were able to complete most of the tasks assigned to them. The first participant had a hard time identifying the icon on the homepage for the user profile settings. This person was of an older demographic and lacked the technical background to identify the profile icon. More testing would be needed to identify whether this is a consistent problem. In addition, the testing found that the resume creator is missing tools for creating a resume and the job postings are missing the apply functionality. Last but not least, this report will contain suggestions from the users to improve the application’s functionality.

## Methodology

### Who we tested

Three participants, having the following characteristics, evaluated SalaryData.com.

*NOTE: Add or delete main categories as needed. Refer to screener for main demographic information.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Audience Type**   |  |  | | --- | --- | | Early Career Employee | 2 | | Mid-Career Employee | 0 | | Late Career Employee | 1 | | **TOTAL (participants)** | **3** | | **Computer Usage**   |  |  | | --- | --- | | 0 to 10 hrs. wk. | 1 | | 11 to 25 hrs. wk. | 0 | | 26+ hrs. wk. | 2 | | **TOTAL (participants)** | **3** | |
| **Age**   |  |  | | --- | --- | | 18-25 | 0 | | 26-39 | 2 | | 40-59 | 1 | | 60+ | 0 | | **TOTAL (participants)** | **3** | | **Gender**   |  |  | | --- | --- | | Women | 2 | | Men | 1 | | **TOTAL (participants)** | **3** | |

### What participants did

All three participants were able to complete the testing in roughly twenty minutes each. Each user was tested on all six tasks from the testing script. In addition, they answered the introduction questions.

### What data we collected

The data collected for this study is mostly qualitative. Participants suggested ideas that have potential to improve the application’s functionality. Only quantitative data is the fact that two out of three participants were able to complete all six tasks.

## Major findings and recommendations

Major Findings

## Hamburger menu does not work.

* Resume creator needs templates.
* Resume creator needs a toolbar.
* Resume creator needs an import/export feature.
* Job posting details page needs a compensation section.
* Job posting details page does not have a button to apply.
* Have settings in user profile be designed with an accordion style to view on one page.
* Option to save search history and job postings.

Possible Solutions

## Remove the hamburger menu if it serves no functionality.

* Add templates for the resume creator.
* Develop toolbar for resume creator.
* Add import/export buttons and develop code to convert document formats.
* Add compensation section to job posting details page.
* Add apply button and functionality to job posting details page.
* Add applying to the job posting to the test script.
* Redesign profile settings in an accordion style.
* Create a save feature for search history for job postings and salary searches/estimates.

## Detailed findings and recommendations

### Introductory Questions & Tasks

## NOTE: List the question followed by the summaries of responses. If you ask participants to define their expectations for a set of labels, it may be useful to put them in a table so they can be compared. Following are two examples.

*Sample 1. Summary of introductory questions*

|  |  |
| --- | --- |
| Sample Questions | Sample Responses |
| What is your age? | 28, 30, and 57 |
| Have you heard of SalaryData.com? | None of the participants had been to or heard of the site. |
| What device would/do you use for accessing SalaryData.com? | Phone, Ipad, and/or PC |
| What browser would/do you use for SalaryData.com? | Safari, Google Chrome, or Mozilla Firefox |
| What are your expectations of the web application? | Website is able to provide accurate data for job title and metro area.  Helps with finding job posting to apply to.  Identify salary expectations.  Upload a resume to work on.  Create a resume from scratch. |

### Task 1 – Login/Register

*User will register with web application and log into the app.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 100% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| All 3 participants were able to conduct the register and login task.  All 3 participants felt neutral about the process. Considering it is fairly standard. | No recommendation needed. |

### Task 2 – Add user profile data

*User will add experience and qualifications to profile settings.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 67% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| 2 out of 3 participants were able to add data to their profile without any assistance.  2 of the participants felt neutral about the process.  1 participant was frustrated with the process. | May need to find a more intuitive way for users to find profile settings. |

### Task 3 – Research Salary data

*User will conduct search for salary data.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 100% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| All 3 participants were able to search for salary information.  2 of the participants felt excited about the process.  1 participant was satisfied with the process. | No recommendations |

### Task 4 – Estimate Salary

*User will test salary data estimation tool.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 100% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| All 3 participants were able to use the salary data estimate tool.  2 of the participants felt excited about the process.  1 participant was satisfied with the process. | No recommendations |

### Task 5 – Estimate Salary

*User will test the resume creator.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 0% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| All 3 participants were not able to find the tools to create a resume.  2 of the participants felt excited about the idea of creating a resume.  1 participant was hopeful with the potential of the tool. | Not part of the testing but user wanted an upload feature.  Need to develop a toolbar to create a resume. |

### Task 6 – Job Posting search

*User will conduct job posting search.*

|  |  |
| --- | --- |
| Number of participants | 3 |
| Percent successful | 0% |

|  |  |
| --- | --- |
| Sample Findings | Sample Recommendations |
| All 3 participants were able to conduct the job search task but not apply.  2 of the participants felt excited about the process.  1 participant was frustrated with the process. | Did not have user test for applying to a job but there needs to be the ability to apply to jobs.  Need to add compensation section to job posting page. |

### Exit Questions

*Sample 1. Summary of user responses*

|  |  |
| --- | --- |
| Question | Responses |
| Is there anything we can do to improve the functionality of the application? | Hamburger menu does not work. Resume creator needs templates.  Resume creator needs a toolbar.  Resume creator needs an import/export feature.  Job posting details page needs a compensation section.  Job posting details page does not have a button to apply.  Have settings in user profile be designed with an accordion style to view on one page.  Option to save search history and job postings. |