

Project Iteration 1
Activity 6
User-Centric Computing II
COMP4600
Spring 2025
Usability Test 1

Project Name: Lumina

Team Name: DesignSphere

Student name: Jupiter Lebrun

Personal Trello board URL: <https://trello.com/b/bp4fxUpP/jupiterlumina>

Personal Github repo URL: https://github.com/jupiterxyz/Jupiter_Lumina.git

Website URL: <https://jupiterlumina-40fcb.web.app>

Usability test summary

Elderly participant	<i>Evelyn Toussaint</i>
Participant gender	<i>Female</i>
Test Date	<i>April 13th, 2025</i>
Test Time	<i>2:00 PM</i>
Total time taken	<i>35 minutes</i>

Test Introduction script

Hello, my name is Jupiter LeBron and I am your design student for this project I'm working on called Lumina and I am working on improving this website. Thank you for agreeing to help me today. We'll spend about 30 minutes together, but please let me know if you need a break at any time.

We are testing the websites usability. We are not testing you therefore there are no right or wrong answers. Your feedback is extremely valuable because it helps me improve the site for real users like you. Are actually to perform a few simple tests on this website and please share your thoughts as you go along.

This website, Lumia, focuses on resources for older adults. It has sections on health insurance retirement planning travel and leisure and much more. I won't give you too many details because I like to see how easy or difficult it is for you to find the information you need on your own. By participating, you're helping me discover what aspects of the website will work well and what might need improvement. I'm looking to gain a general understanding of how users navigate the site, locate resources, and interact with its features.

Please open up your web browser and go to this website. "<https://jupiterlumina-40fcb.web.app>"

The 10 Tasks users must complete and your observations

Here you will ask the user to be at ease and complete the tasks listed below

You must observe and collect/note necessary information on the left

Task 1 locate the health and Wellness section and click on it	Completed successfully: yes Time taken: 20 sec Facial expressions: neutral at first, then a slight smile once the user found the link
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	Any noises made: a soft umm while scanning the page Any other gestures made: lean forward toward the screen
Task find an article about healthy aging tips	Completed successfully: yes Time taken: 30 seconds Facial expressions: it's like confusion at first but relax after spotting the right heading Any noises made: a short laughter after momentary confusion Any other gestures made: pointed to the screen where the article was located
Task 3 go to the retirement planning page and look for any information on saving money	Completed successfully: yes Time taken: 25 seconds Facial expressions: competent, slight nod when reading the navigation labels Any noises made: stated ohh here it is when clicking the found section Any other gestures made: nodded in approval
Task locate the contact us page or information to reach customer support	Completed successfully: no Time taken: 70 seconds Facial expressions: bored brows, a bit of frustration Any noises made: , a sigh while stating where is it Any other gestures made: scrolled through the pages multiple times
Task 5 navigate to the travel and leisure section and see if there's any information on travel discounts for seniors	Completed successfully: yes/ Time taken: 45 seconds Facial expressions: pleasantly surprised Any noises made: stated ah that's good Any other gestures made: pointed at the heading excitingly
Task 6 identify where to find digital and information resource1 this is0	Completed successfully: yes Time taken: in seconds Facial expressions: confident, no signs of confusion Any noises made: none Any other gestures made: quick click
Task 7 click on the emergency resource and assistance section	Completed successfully: yes Time taken: 10 seconds Facial expressions: calm Any noises made: a oft yes when they spotted it Any other gestures made: slight nod
Task 8 use the site's navigation menu to navigate to the home page	Completed successfully: yes Time taken: 8 seconds Facial expressions: confident smile Any noises made: stated that was easy Any other gestures made: none
Task 9 register an account for this website	Completed successfully: yes Time taken: 40 seconds Facial expressions: slight of a smile Any noises made: none Any other gestures made: mini fist pump
Task 10 locate any FAQ and review one of the questions listed	Completed successfully: yes Time taken: 15 seconds Facial expressions: a light smile, a sense of completion Any noises made: stated that this is helpful Any other gestures made: lean back and satisfaction

User's opinions/comments/suggestions about the site
<p>Ask the users about the site and insert their answers here. Questions that you must ask are below, but you are more than welcome ask them other questions you deem necessary -</p> <ul style="list-style-type: none"> • what they liked: the user mentioned that they like the website overall. It was friendly and a welcoming design especially with the image of the older adults smiling. She commented that it made her feel that it was truly for people her age and she could relate to them. She found that the tests are legible, and she appreciate having distinct sections regarding health and Wellness and retirement planning • what they didn't like: the user mentioned that the FAQ section was kind of confusing because it made it hard to find the contact this button in the chat box for troubleshooting, she also found that the Footer was kind of confusing because it kept shifting instead of being in place. • what suggestions they can provide to make the site better for users: change the link of the FAQ to FAQ and quick links or FAQ and additional information.
The "Thank You" note to conclude the test
<p>Hi Evelyn, it was such a pleasure working with you today I appreciate you taking the time out of your day to complete this usability project with me. This will impact other users in the future and having your feedback has been invaluable to the success of improving Lumina. Once again I am truly appreciative of your patience time and honesty. If you have any questions or please feel free to reach back out to me. I use this information to make the website better for everyone who visits it in the future.</p>
Your experience, assessment of the Usability Test
<p>performing the usability testing session was insightful and impactful. Observing a senior participate navigation of the website help me see first-hand how important clear labeling and intuitive designs can impact older adults. The users minor struggle with the contact us link demonstrated that the information on the FAQ needs to be more straightforward. I would improve the FAQ page and get an assessment on the user's level on using technology prior to testing. Overall, the test went smoothly and much better than I expected. Evelyn's participation and feedback was very helpful and insightful. Incorporate the findings and the next round of design and improvements.</p>

