**Project Iteration 1**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: PillPilot**

**Team Name: Pill Pilots**

**Team Trello board URL:** <https://trello.com/b/70aDnQSg/ucc2team-v>

**Team Github repo URL:** <https://github.com/kl00135/UCC2_TeamV>

**Final Website URL:** [**http://dayneuccc2.byethost24.com/index.html**](http://dayneuccc2.byethost24.com/index.html)

**Team members**

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| **#** | **Name** |
| 1 | Kade Levy |
| 2 | Connor McIntire |
| 3 | Dayne Tescum |
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**Usability tests ran by all members**

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| **Member Name** | *Kade Levy* |
| **Participant age** | *55* |
| **Participant gender** | *F* |
| **Test Date** | *4/27/25* |
| **Test Time** | *6:45 – 7:12* |
| **Total time taken** | *41 Min* |
| **Test Introduction script** | |
| *Hello! Good evening. My name is Kade, and I major in Computing.*  *Today, I’m going to ask you to look over a project of mine. This project I'll have you looking over is something I've made in my time during COMP 4600. I*  *wanted you to look over this website and tell me what you think of the design. You won't be*  *on a time limit or anything, so just navigate around to your best ability. This may*  *take around 1 or so minutes, and there are no wrong answers. Your feedback will be*  *essential to the final makeup of the site.*    *The site itself is a website that seeks to make an easy to understand, helpful online*  *experience for the elderly. Built for those usually out of touch with technology, it's a user*  *friendly tool that reminds the user of their prescriptions and appointments. Our goal is to help*  *these users with their medical journey. Your assistance is vital because an unbiased view will*  *help us optimize the site even better for our target audience. I will now give you the link to the*  *site.*  *Happy exploring!.* | |
| **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 | |
| Register (Create an account on the site) | **Completed successfully:** yes  **Time taken:** 34 sec  **Facial expressions:** Content  **Any noises made:** N/A  **Any other gestures made:** Started typing regularly before using quick select prompts for the date and email. |
| Log in (Log in with your credentials) | **Completed successfully:** yes  **Time taken:** 24  **Facial expressions:** Content  **Any noises made:** Asked if she had to log in with registered information  **Any other gestures made:** Clearly remembered information typed previously |
| Change your email account (Change your account details) | **Completed successfully:** yes  **Time taken:** 13 sec  **Facial expressions:** Content  **Any noises made:** N/A  **Any other gestures made:** Understood where the info was from ‘My Account’, navigated clearly to it. Understood also the information being hard coded for presentation purposes. |
| Look for a question about site issues (Access the FAQ/Help page) | **Completed successfully:** yes  **Time taken:** 20 sec  **Facial expressions:** Thinking  **Any noises made:** Said “Just as I thought once found”  **Any other gestures made:** After looking on home page for a tab labeled FAQ, came to the conclusion that there was not one, and it was probably under “Help”. Was excited to be correct. |
| Create a prescription (Create a new prescription) | **Completed successfully:** yes  **Time taken:** 65 sec  **Facial expressions:** Thinking as typing, no frustrations  **Any noises made:** N/A  **Any other gestures made:** Thanks to the use of color, patient knew exactly what to do to add a prescription. |
| Edit a prescription (Edit an existing prescription) | **Completed successfully:** yes  **Time taken:** 19 sec  **Facial expressions:** Content  **Any noises made:** “So I go here, right?”  **Any other gestures made:** Looked for confirmation verbally, but action-wise, went directly to the pencil icon to edit previous prescription. |
| Schedule 2 appointments (Make two new appointments) | **Completed successfully:** yes  **Time taken:** 119 sec  **Facial expressions:** Focused, was very adept at making sure the spelling was correct.  **Any noises made:** Asked if “Appointment Name” was her name, or the title of the appointment. After that everything else was very clear.  **Any other gestures made:** Had no trouble with adding the second appointment at all. |
| Edit an appointment (Edit an existing appointment) | **Completed successfully:** yes  **Time taken:** 18 sec  **Facial expressions:** Content  **Any noises made:** “Just like editing a prescription.”  **Any other gestures made:** Knew where to go exactly from familiarity with previous similar test. |
| Delete an appointment (Delete one of the appointments made, tests emoticon recognizability) | **Completed successfully:** yes  **Time taken:** 10 sec  **Facial expressions:** Content  **Any noises made:** N/A  **Any other gestures made:** Just as the pencil clearly said “edit” to her, the trash can emoticon clearly described a delete button. Furthermore, made note of the text that appeared when scrolling over the emotes, confirming her suspicion. |
| Book an appointment ride (Use transportation page to book a ride to an existing appointment) | **Completed successfully:** yes  **Time taken:** 89 sec  **Facial expressions:** Confusion  **Any noises made:** Expressed concern when entering the time in the appointment booking box.  **Any other gestures made:** Navigating to transportation and filling out the info needed was flawless, but after picking an appointment, she slowed down. She was confused about why she had to specify the time and date when it was already listed next to the appointment. |
| **User’s opinions/comments/suggestions about the site** | |
| *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 -*   * ***what they liked –*** Functionality and voice of options, entering in your own info was a great tool. * ***what they didn’t like -*** The use of military time, and site is a little bare without images. So a lot of the pages look similar. * ***what page or tool stuck out most to you -***  The page for writing your appointments, for it’s interactivity. * ***what suggestions they can provide to make the site better for users –*** Patient suggested heavily that there be a way to toggle Military Time on or off, as it could be very confusing for some people. | |
| **The “Thank You” note to conclude the test** | |
| *Thank you so much for your time, and your assistance. Your feedback is valuable to us, and it will be used to greatly increase the usability of the site! You’ve made a wonderful difference, and we hope you enjoyed a look at our upcoming website.* | |
| **Your experience, assessment of the Usability Test** | |
| I think I’ve done a better job than last time, as there were less examples of my client being stuck on something, and she overall navigated the site better. Some of that could be due to her remembering the basic layout of the site, but I think it was overall more streamlined than before.  If there was one thing I think I could improve on for next time, it’s my directions. I wanted them to be direct, but not so direct that I was basically giving out the instructions. One time my client took a while to find the “FAQ’s”, which was under the Help page, so she took a little bit to find it. But, I didn’t want the task to just be, “View the help page.” I need to find a balance between obscurity and direction for next time. | |

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| **Member Name** | *Connor McIntire* |
| **Participant age** | *62* |
| **Participant gender** | *Female* |
| **Test Date** | *5/01/2025* |
| **Test Time** | *10:00 A.M.* |
| **Total time taken** | *33 Minutes* |
| **Test Introduction script** | |
| *Hello, I am Connor McIntire and I am a computing student at the University of West Georgia. The purpose of this is to test my group’s website that you tested last time. The website is the thing being tested not you. If you remember from last time, the website is to assist the older generation with remembering their medical prescriptions and book appointments. You are going to help us make sure that it is easy to use and effective in what it is doing. I am about to give you the link and prompt you on what your task is. The test itself should not take very long. Are you ready to begin?* | |
| **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 | |
| Make an appointment | **Completed successfully:** yes  **Time taken:** 45 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and added the appointment |
| Book transport for the appointment | **Completed successfully:** yes  **Time taken:** 120 seconds  **Facial expressions:** Confused/annoyed  **Any noises made:** Annoyed sounds  **Any other gestures made:** Immediately went to the page and then was confused and kept going back and forth with the appointment page to see what time to book the ride |
| Edit the appointment you just made | **Completed successfully:** yes  **Time taken:** 34 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and clicked the pencil to edit it |
| Delete the appointment you just edited | **Completed successfully:** yes  **Time taken:** 20 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and deleted the appointment using the trashcan |
| Look for a page to seek help | **Completed successfully:** yes  **Time taken:** 15 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page |
| Edit your account information | **Completed successfully:** yes  **Time taken:** 14 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and clicked the button |
| Add a prescription | **Completed successfully:** yes  **Time taken:** 42 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and added the prescription |
| Edit the prescription you just added | **Completed successfully:** yes  **Time taken:** 38 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and edited the prescription with the pencil |
| Delete the prescription you just added | **Completed successfully:** yes  **Time taken:** 23 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Immediately went to the page and deleted the prescription |
| Change you billing info | **Completed successfully:** yes  **Time taken:** 26 seconds  **Facial expressions:** Content  **Any noises made:** None  **Any other gestures made:** Took a second but went to the account page and clicked the button |
| **User’s opinions/comments/suggestions about the site** | |
| *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 -*   * ***what they liked –*** They liked being able to set up an appointment and prescription in the way that we had * ***what they didn’t like -*** They did not like the transportation page because it was not efficient and they kept having to cycle the pages * ***what page or tool stuck out most to you -***  The pages for appointments and prescriptions because they were the most intuitive   ***what suggestions they can provide to make the site better for users –*** They suggested changing the transport page to pull from appointments | |
| **The “Thank You” note to conclude the test** | |
| *I appreciate you sitting down with me again and giving valuable insight into our project. Thank you so much and have a wonderful day.* | |
| **Your experience, assessment of the Usability Test** | |
| *I think I need to work on possibly helping the user next time or cutting the time short because sitting there for two minutes for the transport page was very suboptimal..* | |

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| **Member Name** | *Dayne Tescum* |
| **Participant age** | *53* |
| **Participant gender** | *Female* |
| **Test Date** | *5/3/2025* |
| **Test Time** | *4:23pm* |
| **Total time taken** | *24 minutes* |
| **Test Introduction script** | |
| *Hello, I’m Dayne. I’m a website designer for a new site we are testing. It is going to be the same site as last time, the one that assists with medical issues, but we have made various adjustments. Like last time, I am going to ask you to complete a task and all you have to do is try to complete it to the best of your ability. Your process will help us further make the site more usable. Thank you for your help and let’s begin.* | |
| **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 Add a new prescription | **Completed successfully:** **yes**/no  **Time taken:** 32 in seconds  **Facial expressions: None**  **Any noises made:** “Can I put anything in here?” **(Told they could input anything for the rest of the tasks)**  **Any other gestures made:** None |
| Task 2 Contact Support | **Completed successfully:** **yes**/no  **Time taken:** 15 in seconds  **Facial expressions: None**  **Any noises made:** Kinda hard to see the text there  **Any other gestures made: None** |
| Task 3 Register for an account | **Completed successfully:** **yes**/no  **Time taken:** 40 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 4 Navigate to My Account Page | **Completed successfully: yes**/no  **Time taken:** 7 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 5 Find the frequently asked questions section | **Completed successfully:** **yes**/no  **Time taken:** 8 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 6 Change Personal details | **Completed successfully:** **yes**/no  **Time taken:** 21 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 7 Add and Edit a prescription | **Completed successfully:** **yes**/no  **Time taken:** 45 in seconds  **Facial expressions: Slight Squit**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 8 Book a ride to your appointment | **Completed successfully:** **yes**/no  **Time taken:** 42 in seconds  **Facial expressions: Confusion**  **Any noises made:** “is it fine if I cant select an appointment?”  **Any other gestures made: None** |
| Task 9 Add a new appointment | **Completed successfully:** **yes**/no  **Time taken:** 28 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| Task 10 Change your payment details | **Completed successfully:** **yes**/no  **Time taken:** 13 in seconds  **Facial expressions: None**  **Any noises made:** **None**  **Any other gestures made: None** |
| **User’s opinions/comments/suggestions about the site** | |
| *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 -*   * *Mostly everything was easy to find* * *Some stuff is a bit small or the colors blend together* * *The bar at the top should have bigger or darker text. Make a way to book a ride from the appointment thing “It confused me at first”* | |
| **The “Thank You” note to conclude the test** | |
| *I Appreciate you lending you time to me today. Once again thank you for helping. I hope you have a good rest of your day.* | |
| **Your experience, assessment of the Usability Test** | |
| *Test went well it seems everything navigation wise is pretty good with the only exception being booking a ride for an appointment. We could change this to where we have a link to the transportation page from appointments through like a button. Other than that we should make the text stand out more in some areas.* | |

**Accessibility tests and Markup validation**

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| **Kade Levy** |
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| * *No h1 elements in code* * *Title hierarchy inconsistent* * *One image missing alt attribute* * *Some elements have duplicated attributes* |
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| * *Many errors were the same on each page, so only pages with unique errors are included. Many of these errors are forgetting to close the footer out.* * *Various unclosed elements* * *Style put in body by mistake* |
| **Connor McIntire** |
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| * *One clickable doesn’t work* * *6 titles are not on the page* * *One image doesn’t have alt text* * *One form field is not labelled properly* * *Lots of style issues* * *Iframe needs title* * *Accessible names do not contain visible text* |
|  |
| *Three main issues*   * *Unclosed body element* * *Unclosed footer element* * *Style was in body* |
| **Dayne Tescum** |
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| * *There are 12 links that don’t link to anything* * *3 images don’t have alternate text* * *2 of the inputs do not have labels* * *One form doesn’t have a submit button* * *Many elements do not have enough contrast against the background* * *Iframes need a title attribute* * *More than one element has the id “paint0\_linear”* |
|  |
| *Most of the pages have the same issues which is:*   * *Footer not being closed* * *Some elements in <body> were not closed before <body> is closed* * *Style tag should be placed outside of body*   *Account page is missing a <p> tag* |

**Team’s assessments**

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| **Usability test results, discussions, analysis** |
| *Insert team discussions and analysis of all the usability test results. The following must be included here -*   * 1. *summary and analysis of all the results from each member’s usability test*   2. *The future enhancements that can be made on the site based on analysis above.*   The main thing that we discovered through our tests is that the transportation page needs to be worked on or just reworked. It is very unintuitive and we discussed making it pull from appointments or just integrating it onto the appointment page. We also discussed changing some of the colors for the text because on some areas of the website is very difficult to read. These two were the main things that were seen as problems during our tests. Another issue would be changing the clock to not be in military time as it can be confusing. |
| **Accessibility issues** |
| *We need to add alt text to one of the images we are using and also we have some dead links we do not have set up yet. We also need to fix a lot of style issues and organize our titles better. Kade’s tests also showed that we should have some h1 elements.* |
| **HTML Markup issues** |
| *All of our markups had pretty similar things. The main issues were bodies not having a closing, footers not having a closing, and that our style was in the body.* |