**Kyle Higginson**

**Assignment 2**

**Evaluation Report**

**Usability Testing Results**

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| --- | --- | --- | --- |
| Question | Participant 1 | Participant 2 | Participant 3 |
|  |  |  |  |
| 1. Main page observations | Would click on one of popular articles to view more content. | The moving articles at the bottom grabbed my attention straight away. | Would scroll down to sports articles and football centre. |
| 1. View news items on home page? | Yes | Yes | Yes |
| 1. Find descriptive overview of news article | Yes, clicked on view more button under picture | Yes | Yes, clicked on button. |
| 1. Return from detailed over to section | Yes, clicked on close button. | Yes, clicked on “x” at top right of modal. | Yes, clicked on close button. |
| 1. Are all tabs clickable? | Yes, took a few seconds to find dropdown on nav bar. | Yes | Yes |
| 1. Can you view the most popular articles? | Yes, they are on home page. | Yes | Yes, they are there when page loaded. |
| 6a. Select article and view detail. | Yes, a pop up of the article is shown | Yes, clicked on the headline returned. | Yes, clicked on the headline returned |
| 1. Access and comment on search help? | Couldn’t find the help on the searching function. | Yes, took some time to find this. | Yes, took some time to find it. |
| 1. Perform a search? | Yes, found articles on “Brexit” | Yes | Yes, but clicked enter after typing |
| 1. Comments – unexpected screen behaviour | No | No | No |
| 1. Comments – layout confusing or awkward? | The help function wasn’t clear to see. | View more button on article is more dominant than the actual headline. | Help functionality could be more clearly defined. |
| 1. Comments – search unclear? | Didn’t know how to view the content of the returned article. | Using the search was easy. | Was clear to use. |
| 1. Comments – appearance/ layout issues? | Refresh button seems out of place, football centre is dull. | Refresh icon out of place | One image in the technology section was bigger than the rest. |
| 1. Comments – changes suggested | Colour scheme and would remove refresh icon. The pop up article body is limited and could have a view more/less button to view the full article text. | Change refresh icon, change colour scheme in places and change view more button under each image. Show the full text of the article. | Change question mark to “help” for help. Possibly increase the font size and amend colour scheme in places |
| Comments – recommendations, anything else? | No. | No. | No, could easily get used to functionality. |

**Points of Most Importance**

The first important point which I gained from the user acceptance testing was the use of the search help. The 3 users which conducted the testing all struggled to find the help for the search function. The help was a button with just a “?” as the text. They found that the question mark did not suggest well enough that this would activate help for the search. One user was quoted saying “The question mark is quite discrete and does not indicate that it should be clicked for help to appear”. Once they realised that the question mark indicated help, they suggested it was clear on how to use the search. Also, the users all said that it took them a few seconds to find the search function when asked to find this capability.

The next point is the refresh icon, 2 out of 3 participants said they wouldn’t use the refresh button and it seemed out of place on the page. The refresh button was to the right of the div and refreshed the articles for the section which they were currently viewing.

Another point which all 3 participants made was that the colour scheme could change. It was pointed out that the button on each article was more dominant on the page than the headline of the article. It was suggested that the colour of the button was not consistent with the remainder of the site. One participant also suggested that the football centre at the bottom of the page had a dull colour scheme. It was also noted that the marque feature which was showing the recent news at the bottom of the screen was very bright and took the attention away from the rest of the page, one participant said, “I would expect this news to be breaking news, as it really grabs your attention on first glance at the page”.

One participant suggested that the full text of the article which is shown in the modal could have a view more/less button which shows all the text of the article. The article is currently limited to 300 characters and the user suggested it could be an option to see the rest of the article text.

It was good to see the users taking advantage of the components which I included in my site. From watching their experience while on the site, it was clear that the Bootstrap modal made it very easy to access more detail for each article as it was shown in a pop up straight away. They commented to say the modal was very easily accessible and was easy to navigate in and out for different articles.

While watching the users navigate through the site, they did not seem to notice the view more articles button on the popular section. The popular section shows 4 articles with the option to show 4 more, however, not 1 of the participants clicked the button to view extra articles.

They also made good use of the jQueryUI tabs which they used to switch between the different sections. All 3 participants also used the Boostrap nav bar with the dropdown lists at the top of the screen to navigate to different parts of the site.

**Response to Negative Issues**

In response to these issues, the help button text has been changed from a question mark to “Help”, this should make it more clear what the button is there for. I also increased the size of the button to make it more dominant on the nav bar to make it clear to see.

Also, I have added a magnifying glass icon inside the input field where the users are to type the searching keyword. This was in relation to the participants saying that it took them a few seconds to find the search capability. The magnifying glass should now indicate clearly where the search should be performed.

I have removed the refresh icon due to the negative comments in the usability testing and the suggestion that it would never be used. I have replaced this with a sort by function, where the user can sort the articles by newest, oldest and relevance.

I have changed some of the colours which were being used on the website due to the negative comments. From the feedback in testing, the marquee colours at the bottom of the screen and the colour of the button to view more detail of an article were the two colours that did not combine with the rest of the site. I have changed the view more button on each article and the headline text above the article to ensure the button is not more dominant than the headline text. I also changed the marquee text which shows the recent headlines. The colour scheme of this is now similar to the rest of the site.

In response to the full article text not being shown on the modal. The text in the body of the modal is still limited to 300 characters when the modal is opened, however, I have now added a button to see the full text of the article. The button toggles the length of the text, so if the text is short, clicking the button will make it longer, if it is shorter, clicking the button will make it shorter.

While watching the participants using the site, I noticed that none of them clicked the button to show more popular articles on the home page. They also did not comment on the button. I have changed this text of this button to “See More Articles” which makes it clear what the buttons functionality is.